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**PREFERENCES FOR LIBRARY HOURS,  
MATERIALS AND SERVICES:  
A Survey of San Francisco  
Branch and Main Library Users**

**Results and Cross-Tabulation Tables**

Prepared For: /  
San Francisco Public Libraries

Prepared By:  
David Binder Research  
August, 1994







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**RESULTS OF PROPOSITION E SURVEYS  
SAN FRANCISCO PUBLIC LIBRARIES  
AUGUST 1994**

To meet the requirements of Proposition E, which passed with 70 percent of voters' approval last June, two surveys were conducted to determine preferences for library hours, materials, and services. First, a telephone survey was conducted among random San Francisco residents to determine general preferences, as well as to examine views of both library users and views of those who do not now use libraries. The second survey, (a "clipboard" survey) was conducted at each of San Francisco's 27 branch libraries and Main library to determine preferences of library users on a branch-specific basis.

The telephone survey interviewed twelve hundred respondents between July 15 and July 27, 1994. Sampling was done by using random digit dialing techniques, which ensure proportional representation of listed and unlisted households. Interviews were conducted in English, Spanish and Cantonese. The results are subject to a margin of error of 2.8%, which means that results shown here should be within 2.8% of results that would be obtained if all San Francisco residents were interviewed.

The branch-specific survey interviewed 100 respondents (with some exceptions) at each branch library and at the Main Library. The vast majority of these interviews were conducted between July 26 and August 2, 1994.

Following public review and comments of these Proposition E Surveys' results, the City Librarian and Library Commission will make recommendations for changes in hours, materials and services throughout the San Francisco Public Library system. Changes based on these recommendations are expected to be put into effect in January 1995.

Key findings of the Proposition E Surveys include:

- On both surveys, respondents most often cited **Saturday afternoons, and weekday evenings**, as the times they would like to use the libraries. Secondly, respondents chose **weekday late afternoons, Saturday mornings and Sunday afternoons**. Respondents are much less likely to visit libraries during Saturday evenings and Sunday mornings.

Respondents to the branch surveys were divided on the number of evenings per week they think libraries should be open. 24% felt their branch library should be open three nights a week, 20% said two nights, 18% said five nights, and 11% felt their branch should be open





every night.

On both surveys, a majority of respondents felt that the libraries should close at 9:00 PM when open in the evenings.

- On the telephone survey, slightly more respondents rated "**increasing the selection of books and materials**" as critical or very important than gave similar ratings to increasing hours and services. 71% of respondents felt it critical or very important to increase books, compared to 63% that felt similarly for increasing week-end hours, 61% for evening hours, and 58% for increasing the level of services. These results were confirmed, and even more striking, on the clipboard survey, where 83% felt it critical or very important to increase the selection of books and materials.

The telephone survey respondents also were asked what is the single best way to improve the library system (without choice categories provided to respondents). 27% said "open more hours," compared to 12% that wanted an increase in the selection of books and materials. This indicates that the lack of open hours is foremost on the minds of the respondents, although when prompted, they also strongly feel the need for an increased selection of books.

- When asked about the importance of providing various materials at the library, telephone survey respondents gave strong preference to "**reference materials, such as encyclopedias and almanacs,**" and "**books for children and teen-agers.**" (92% of respondents felt the former was either absolutely critical or very important, and 90% of the latter.) Over half of the respondents also felt it critical or very important to provide **magazines and newspapers,** "**how-to books for personal information,**" and **books in non-English languages.** Relatively fewer respondents found it important to provide best-selling books and non-print materials, such as audiotapes and videotapes.
- Among a list of thirteen services that could be provided by public libraries, the respondents gave priority to five (i.e. about 80% or more rated them critical or very important):
  - 1) **summer reading programs for children,**
  - 2) **providing professional librarians to answer questions,**
  - 3) **providing services for seniors,**
  - 4) **a literacy program to teach adults to read,**
  - 5) **increasing services to people with disabilities.**

About two of three respondents felt it critical or very important to provide **recreational reading for all ages, story times for children, access to computer databases, homework assistance for junior high and high school students, and increasing services for those who primarily speak a language other than English.** Less than one in two respondents



felt it critical or very important that the libraries provide **outreach services to those who are currently not using the library, provide special programs for adults, and provide videotapes and recordings for loan.**

The clipboard survey respondents confirmed these results by rating services for seniors and computer databases higher than special programs for teenagers, special programs for adults, providing videotapes, and collections in non-English languages.

- There is some interest in computerizing some library functions, and providing access to **computer databases**. Nearly two in three respondents stated they would be willing to pay a fee to access computer databases, with most saying they would pay between \$1 and \$5 for a fifteen-minute session. As expected, interest in computer databases increases with the income and education level of the respondent.

When **non-users** of the library system were asked if any new service would cause them to use the library system, about two in three answered negatively or could not name one. For those that were able to name a new service, computerization was most frequently cited. Also, an unexpectedly high number of respondents (31%) stated they owned a home computer with a modem, who may be able to take advantage of such a new service.

- Non-users of the library system most frequently stated they had no need to visit the library or that they received their information elsewhere when asked to name reasons for not visiting libraries. Other reasons frequently cited were that people are too busy, or are new to the area.

Accompanying this summary memo are three bound reports: cross-tabulated results of the telephone survey, cross-tabulated results of the clipboard surveys conducted at the branch libraries and the Main library, and a full written report, noting more detailed findings from both surveys.

For further information, please contact your branch librarian or call 415-557-4277.





## Methodology

<u>Interview Dates:</u>	July 26- August 24, 1994
<u>Interviews Conducted By:</u>	Volunteers of the San Francisco Public Library System
<u>Sample Size:</u>	2,577, or approximately 100 per branch
<u>Margin of Error:</u>	about 10% per branch
<u>Interview Method:</u>	Self-administered. Volunteers approached library users as they left the branch and asked them to fill out a survey. Volunteers then handed the survey to the respondent, who filled it out and returned it to the volunteer. Surveys were collected and sent back to the Volunteer Coordinator. Completed surveys were then picked up by David Binder Research for data processing and tabulation.
<u>Sampling Universe:</u>	All San Francisco library users.
<u>Weighting:</u>	Results are not weighted.

# REPORT

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## HOW TO READ THE TABLES

This document displays two sets of results for the branch library survey. Section A shows cross-tabulations for every question in the survey for all respondents. Section B displays the results of the surveys for each individual branch. Section C graphically displays the summary results for each branch found in Section B.

### Section A

Section A displays cross-tabulation tables for every question in the survey. Cross-tabulation tables provide results by a variety of subgroups. **The tables are ordered according to their sequence on the questionnaire.** The questionnaire itself is included in the yellow pages immediately after this introduction. There is one page of cross-tabulation tables for each question.

The first line of each table shows the totals for all respondents. For example, question 2a asks how frequently the respondent would use the branch library if it were open on Monday afternoon. The first row shows that there were 2146 respondents who answered that question. **(Note: those not answering a particular question are excluded from the tabulations for that question.)** Of these respondents, 30.0% said "frequently," 41.8% said "sometimes," 17.1% said "seldom," 11.0% said "never."

The next grouping of results gives the responses for different branches, and further down on the page, for different sex categories. For example, 30.6% of male respondents said they would visit the branch "frequently" during Monday afternoons, compared to 29.4% of female respondents.

Notice that in this case, and in several other tables, the last two columns give summary information. For example, on question 2a, the summary adds together all respondents who said they would visit the branch "frequently" and "sometimes" during Monday afternoons, as well as those that would visit the branch "seldom" and "never" (30.0% frequently + 41.8% sometimes = 71.8% frequently/sometimes.)

All pages provide results for a variety of subgroups, including branch of use, sex, age, ethnic group, presence of children at home, and education level.

**Please note that the titles shown on these pages are not the exact question wording.** The questionnaire included at beginning of this document shows the exact question wording.

### Section B

Section B displays the results for every question on the survey for each individual branch. There are four pages of tables per branch, and branches are organized alphabetically.

### Section C

Section C shows a graphic summary of the results found in Section B.





## FINAL RESULTS:

### ALL BRANCH LIBRARIES AND MAIN LIBRARY "CLIPBOARD" SURVEY

N=2,577

Survey Dates = July 26 - August 19, 1994

Please answer the following questions as honestly as you can. Because you are part of a random sample, your opinions are very important.

1. Approximately how many times have you yourself visited this branch library in the last 12 months?

Number of Times:            < 6=21%, 6-10=14%, 11-20=21%, 21-30=14%, 31-50=14%, 51+=16%

2. Please check how often you think you would visit this branch library if it were open at the following time periods -- frequently, sometimes, seldom, or never? (CHECK ONE PER ITEM.)

	<u>Fre- quently</u>	<u>Some- times</u>	<u>Seldom</u>	<u>Never</u>
a. Monday afternoons (noon-6pm)	30	42	17	11
b. Tuesday afternoons	29	44	17	10
c. Wednesday afternoons	31	44	16	9
d. Thursday afternoons	28	45	17	10
e. Friday afternoons	30	42	18	10
f. Saturday afternoons	46	33	14	7
g. Sunday afternoons	34	31	18	17
h. Weekday mornings (9am-noon)	25	27	26	22
i. Saturday morning	35	31	20	14
j. Sunday morning	23	25	25	27
k. Evenings (6pm-9pm)	43	33	13	11

3. How many evenings per week do you think it is appropriate for this branch library to be open? (Circle your choice).

1	2	3	4	5	6	7	none
6	20	24	10	18	8	11	3

4. Which **ONE** evening per week are you most likely to use this branch library? (Circle your choice)

Mon	Tue	Wed	Thur	Fri	Sat	Sun	none
11	10	35	11	13	8	4	8

5. If you wanted to use this branch library on an evening or week-end and found it to be closed, would you be satisfied if a nearby branch library were open?

50 YES

50 NO

6. When open in the evenings, what time do you think this branch library should close?

7 - 7pm

25 - 8pm

60 - 9pm

8 -Other



7. How important is it to you that this branch library add or increase the following services? Is it not important, somewhat important, very important, or absolutely critical to you? (CHECK ONE PER ITEM.)

	<u>Not Impt</u>	<u>Somewhat Important</u>	<u>Very Impt</u>	<u>Absolutely Critical</u>
a. Special programs for teenagers, such as summer job clinics	14	30	38	18
b. Provide access to computer databases, such as Internet	10	27	42	21
c. Collections in languages other than English	17	33	34	15
d. Provide videotapes and recordings for loan	11	35	39	15
e. Providing services for seniors, such as large print books	8	26	44	22
f. Provide services for adults, such as lectures and author readings	13	38	36	13

8. How important is it to you that this branch library do the following: (CHECK ONE PER ITEM.)

	<u>Not Impt</u>	<u>Somewhat Important</u>	<u>Very Impt</u>	<u>Absolutely Critical</u>
a. Increase evening hours	11	34	37	18
b. Increase week-end hours	8	29	41	22
c. Increase services and programs for some populations, such as seniors and teenagers	10	34	39	17
d. Increase the selection of books and materials	3	14	44	39

9. What is your age group?

Under 18    9                      18-29    19                      30-39    23                      40-49    22                      50-64    15                      65+       12

10. Which of the following ethnic groups describes you?

Chinese	16	White/Caucasian	55
Japanese	2	Black/African-American	9
Filipino	2	Latino/Mexican/Hispanic	7
Vietnamese	1	Native American	< 1
Korean	< 1	Mixed Race	4
Other Asian	1	Other ( _____ )	3

11. Which of the following best describes your level of education?

Have not completed high school	10	College Graduate	32
High school graduate or GED	8	Post-graduate work/Master's Degree/	
Have taken college or vocational courses, but have not graduated college	23	PhD or professional degree	27

12. Do you currently have children under the age of 18 living at home?

Yes                      31                                      No                      69

13. Your gender:

Female                      57                                      Male                      43

14. Any comments? (You may use an additional sheet of paper, if necessary.)

(24%, or 609 surveys had written comments)

**THANK  
YOU!**





# SAN FRANCISCO BRANCH LIBRARY SURVEY

BRANCH CODE: \_\_\_\_\_

## Responses per branch:

1.	Mission	101
2.	Eureka Valley/Milk	99
3.	Chinatown	114
4.	Richmond	102
5.	Park	86
6.	Presidio	86
7.	Noe Valley/Brunn	98
8.	Sunset	102
9.	Golden Gate Valley	96
10.	Excelsior	98
11.	Ingleside	99
12.	Glen Park	91
13.	Bayview/Waden	103
14.	Portola	34
15.	Ocean View	58
16.	Blind	21
17.	Anza	107
18.	Visitacion Valley	51
19.	Parkside	100
20.	West Portal	114
21.	Bernal Heights	101
22.	Potrero	70
23.	Marina	101
24.	Ortega	92
25.	Merced	101
26.	North Beach	98
27.	Western Addition	104
28.	Main	127
29.	Hearing Impaired	<u>23</u>

TOTAL RESPONSES: 2577



## DATES OF INTERVIEWS

### Anza

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	2:15-5:15pm

### Bayview

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:40pm
Tuesday	August 2	1:30-4:30pm

### Bernal Heights

Tuesday	July 26	10:00-12:00pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	1:30-4:30pm

### Chinatown

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm

### Eureka Valley

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Monday	August 1	1:30-4:30pm





## **DATES OF INTERVIEWS, continued**

### Excelsior

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm

### Glen Park

Tuesday	July 26	1:30-4:30pm
Wednesday	July 27	4:00-7:00pm
Thursday	July 28	1:30-4:30pm
Monday	August 1	1:30-4:30pm

### Golden Gate Valley

Tuesday	July 26	1:30-4:30pm
Wednesday	July 27	4:00-7:00pm
Thursday	July 28	1:30-4:30pm
Monday	August 1	1:30-4:30pm

### Ingleside

Thursday	July 28	1:30-4:30pm
Wednesday	August 3	4:00-7:00pm
Thursday	August 4	1:30-4:30pm
Friday	August 5	3:00-6:00pm

### Main Branch

Tuesday	July 26	5:00-8:00pm
Wednesday	July 27	10:30-12:30pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm



## **DATES OF INTERVIEWS, continued**

### Marina

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm

### Merced

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	1:30-4:30pm

### Mission

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	1:30-4:30pm

### Noe Valley

Tuesday	July 26	10:00-12:00pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 29	1:30-4:30pm
Saturday	July 30	1:30-4:30pm

### North Beach

Tuesday	July 26	10:00-12:00pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	1:30-4:30pm





## **DATES OF INTERVIEWS, continued**

### OceanView

Wednesday	July 27	3:00-6:00pm
Thursday	July 28	2:00-5:00pm
Saturday	July 30	2:30-5:00pm
Friday	August 5	1:00-4:00pm
Monday	August 15	2:00-5:00pm

### Ortega

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm

### Park

Wednesday	July 27	5:00-8:00pm
Thursday	July 28	1:30-4:30pm
Monday	August 1	1:30-4:30pm
Tuesday	August 2	10:30-4:30pm
Tuesday	August 23	2:00-4:00pm
Wednesday	August 24	2:00-4:00pm

### Parkside

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:00-8:00pm
Thursday	July 28	2:30-5:30pm
Monday	August 1	2:30-5:30pm

### Portola

Thursday	July 21	1:30-3:00pm
Thursday	July 21	3:00-6:00pm
Thursday	August 16	2:00-5:00pm



## **DATES OF INTERVIEWS, continued**

### **Potrero**

Thursday	July 28	1:30-4:30pm
Saturday	July 30	1:30-4:30pm
Wednesday	August 10	1:00-4:00pm
Thursday	August 11	1:00-4:00pm
Tuesday	August 16	1:00-4:00pm

### **Presidio**

Thursday	July 28	3:00-5:00pm
Tuesday	August 2	1:30-4:30pm
Wednesday	August 3	5:00-8:00pm
Monday	August 5	1:30-4:30pm

### **Richmond**

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	5:30-8:30pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm

### **Sunset**

Wednesday	July 27	6:00-9:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm
Tuesday	August 2	10:30-1:30pm

### **Visitacion Valley**

Friday	July 29	1:30-4:30pm
Monday	August 1	1:30-4:30pm
Wednesday	August 3	4:00-7:00pm
Friday	August 5	1:00-4:00pm



## **DATES OF INTERVIEWS, continued**

### West Portal

Tuesday	July 26	10:30-1:30pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm
Wednesday	August 3	6:00-9:00pm

### Western Addition

Tuesday	July 26	10:30-1:30pm
Wednesday	July 27	6:30-9:00pm
Thursday	July 28	1:30-4:30pm
Saturday	July 30	12:00-3:00pm





**SECTION A:  
CROSS-TABULATION RESULTS  
FOR ALL RESPONDENTS**



Q1. Number of visits to this branch in last 12 months

	Number	Question 1						X
		5 or less	6-10	11-20	21-30	31-50	51+	Average
Total	2393	21.3%	13.9%	20.9%	13.9%	14.3%	15.7%	32.2
Branch								
Mission	87	19.5%	13.8%	16.1%	10.3%	24.1%	16.1%	39.7
Eureka Valley/Milk	98	17.3%	15.3%	26.5%	19.4%	12.2%	9.2%	27.0
Chinatown	84	17.9%	10.7%	13.1%	11.9%	17.9%	28.6%	38.7
Richmond	97	17.5%	12.4%	20.6%	16.5%	14.4%	18.6%	33.4
Park	80	33.8%	20.0%	22.5%	11.3%	8.8%	3.8%	17.1
Presidio	84	31.0%	11.9%	16.7%	11.9%	11.9%	16.7%	35.6
Noe Valley/Brunn	94	23.4%	19.1%	20.2%	14.9%	16.0%	6.4%	21.0
Sunset	95	24.2%	18.9%	20.0%	11.6%	9.5%	15.8%	28.3
Golden Gate Valley	88	18.2%	9.1%	21.6%	15.9%	10.2%	25.0%	33.4
Excelsior	93	22.6%	22.6%	10.8%	12.9%	15.1%	16.1%	33.3
Ingleside	95	25.3%	10.5%	21.1%	22.1%	7.4%	13.7%	31.2
Glen Park	85	16.5%	12.9%	22.4%	24.7%	10.6%	12.9%	27.5
Bayview/Waden	98	11.2%	9.2%	23.5%	14.3%	15.3%	26.5%	44.3
Portola	33	24.2%	18.2%	18.2%	15.2%	18.2%	6.1%	22.2
Ocean View	50	34.0%	16.0%	6.0%	12.0%	16.0%	16.0%	37.2
Libr. for the Blind	18	27.8%	22.2%	27.8%	.0%	11.1%	11.1%	23.3
Anza	98	14.3%	13.3%	28.6%	11.2%	17.3%	15.3%	31.4
Visitacion Valley	47	34.0%	12.8%	19.1%	12.8%	10.6%	10.6%	25.1
Parkside	93	22.6%	12.9%	21.5%	7.5%	10.8%	24.7%	33.2
West Portal	109	20.2%	13.8%	22.0%	11.9%	18.3%	13.8%	32.6
Bernal Heights	92	19.6%	21.7%	21.7%	9.8%	9.8%	17.4%	33.3
Potrero	67	14.9%	11.9%	29.9%	17.9%	17.9%	7.5%	26.3
Marina	95	13.7%	12.6%	27.4%	11.6%	16.8%	17.9%	43.3
Ortega	89	19.1%	14.6%	20.2%	16.9%	20.2%	9.0%	28.4
Merced	94	26.6%	9.6%	20.2%	16.0%	14.9%	12.8%	27.4
North Beach	90	17.8%	14.4%	13.3%	15.6%	16.7%	22.2%	44.3
Western Addition	98	25.5%	7.1%	26.5%	14.3%	18.4%	8.2%	24.7
Main	120	25.8%	10.8%	20.8%	7.5%	12.5%	22.5%	40.5
Hearing Impaired	22	9.1%	22.7%	27.3%	27.3%	4.5%	9.1%	29.2
Sex of Respondent								
Female	1325	21.8%	13.1%	20.5%	15.2%	13.7%	15.7%	31.7
Male	970	21.3%	15.1%	21.0%	12.4%	14.8%	15.4%	32.7
Age								
Under 18	199	23.1%	18.6%	15.6%	11.1%	13.6%	18.1%	35.0
18-29	436	34.6%	17.7%	18.1%	8.5%	11.0%	10.1%	24.2
30s	559	24.7%	15.7%	20.2%	11.6%	12.7%	15.0%	31.4
40s	525	18.3%	12.0%	23.4%	18.3%	17.5%	10.5%	28.6
50-64	353	13.3%	10.8%	23.5%	18.1%	13.0%	21.2%	38.0
65+	258	9.3%	7.8%	21.7%	16.3%	17.8%	27.1%	44.8
Children at home?								
Yes	710	19.7%	15.1%	21.3%	13.2%	15.2%	15.5%	31.4
No	1608	22.1%	13.2%	20.7%	14.5%	13.8%	15.6%	32.3
Ethnic Group								
Chinese	349	18.6%	12.6%	20.3%	13.2%	16.0%	19.2%	36.2
Other Asian	142	20.4%	12.7%	19.7%	9.2%	18.3%	19.7%	39.2
White	1275	21.3%	12.8%	22.3%	16.1%	13.3%	14.2%	29.7
Black	201	27.4%	12.9%	19.4%	10.4%	11.9%	17.9%	38.4
Latino	153	22.9%	21.6%	20.9%	6.5%	15.7%	12.4%	29.8
Other/Mixed	175	23.4%	19.4%	10.9%	14.3%	16.0%	16.0%	31.5
Education level								
Not high school	239	21.8%	19.2%	16.3%	10.9%	15.1%	16.7%	35.6
High school grad	165	14.5%	15.8%	18.2%	10.9%	13.3%	21.8%	39.0
Some college	543	20.3%	12.2%	20.6%	15.5%	14.7%	16.8%	34.3
College grad	746	24.0%	13.3%	20.1%	14.5%	13.0%	15.1%	31.6
Post graduate	624	20.8%	13.5%	24.0%	13.0%	15.5%	13.1%	28.3



## Q2a. Frequency of using branch on MONDAY AFTERNOON

	Number	Question 2a				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2176	29.9%	42.1%	17.0%	10.9%	72.0%	28.0%
Branch							
Mission	78	41.0%	35.9%	15.4%	7.7%	76.9%	23.1%
Eureka Valley/Milk	85	29.4%	48.2%	16.5%	5.9%	77.6%	22.4%
Chinatown	100	26.0%	34.0%	26.0%	14.0%	60.0%	40.0%
Richmond	76	21.1%	50.0%	18.4%	10.5%	71.1%	28.9%
Park	71	23.9%	50.7%	16.9%	8.5%	74.6%	25.4%
Presidio	73	34.2%	37.0%	8.2%	20.5%	71.2%	28.8%
Noe Valley/Brunn	86	18.6%	47.7%	19.8%	14.0%	66.3%	33.7%
Sunset	89	21.3%	42.7%	22.5%	13.5%	64.0%	36.0%
Golden Gate Valley	85	43.5%	36.5%	16.5%	3.5%	80.0%	20.0%
Excelsior	81	35.8%	40.7%	11.1%	12.3%	76.5%	23.5%
Ingleside	83	34.9%	38.6%	13.3%	13.3%	73.5%	26.5%
Glen Park	82	36.6%	47.6%	11.0%	4.9%	84.1%	15.9%
Bayview/Waden	97	41.2%	37.1%	11.3%	10.3%	78.4%	21.6%
Portola	29	37.9%	58.6%	3.4%	.0%	96.6%	3.4%
Ocean View	52	26.9%	42.3%	25.0%	5.8%	69.2%	30.8%
Libr. for the Blind	21	19.0%	42.9%	14.3%	23.8%	61.9%	38.1%
Anza	90	26.7%	31.1%	25.6%	16.7%	57.8%	42.2%
Visitation Valley	43	37.2%	41.9%	11.6%	9.3%	79.1%	20.9%
Parkside	73	37.0%	50.7%	8.2%	4.1%	87.7%	12.3%
West Portal	92	20.7%	37.0%	27.2%	15.2%	57.6%	42.4%
Bernal Heights	84	32.1%	39.3%	17.9%	10.7%	71.4%	28.6%
Potrero	60	30.0%	50.0%	6.7%	13.3%	80.0%	20.0%
Marina	88	22.7%	42.0%	20.5%	14.8%	64.8%	35.2%
Ortega	78	26.9%	43.6%	20.5%	9.0%	70.5%	29.5%
Merced	86	27.9%	50.0%	15.1%	7.0%	77.9%	22.1%
North Beach	84	34.5%	34.5%	21.4%	9.5%	69.0%	31.0%
Western Addition	77	20.8%	42.9%	14.3%	22.1%	63.6%	36.4%
Main	112	27.7%	44.6%	19.6%	8.0%	72.3%	27.7%
Hearing Impaired	21	42.9%	38.1%	14.3%	4.8%	81.0%	19.0%
Sex of Respondent							
Female	1201	29.4%	41.8%	17.2%	11.6%	71.2%	28.8%
Male	880	30.5%	42.3%	17.3%	10.0%	72.7%	27.3%
Age							
Under 18	209	14.8%	50.2%	21.1%	13.9%	65.1%	34.9%
18-29	422	22.7%	42.4%	21.8%	13.0%	65.2%	34.8%
30s	512	28.3%	39.3%	19.9%	12.5%	67.6%	32.4%
40s	458	31.7%	41.5%	15.5%	11.4%	73.1%	26.9%
50-64	305	35.4%	46.2%	12.8%	5.6%	81.6%	18.4%
65+	212	51.9%	34.4%	6.6%	7.1%	86.3%	13.7%
Children at home?							
Yes	654	29.5%	45.4%	14.2%	10.9%	74.9%	25.1%
No	1449	30.3%	40.5%	18.3%	10.9%	70.8%	29.2%
Ethnic Group							
Chinese	350	20.0%	44.3%	25.4%	10.3%	64.3%	35.7%
Other Asian	120	32.5%	37.5%	15.8%	14.2%	70.0%	30.0%
White	1134	30.9%	40.9%	16.6%	11.6%	71.8%	28.2%
Black	190	42.1%	41.1%	8.9%	7.9%	83.2%	16.8%
Latino	128	39.1%	40.6%	10.9%	9.4%	79.7%	20.3%
Other/Mixed	168	23.2%	48.8%	19.0%	8.9%	72.0%	28.0%
Education level							
Not high school	239	21.8%	47.3%	18.8%	12.1%	69.0%	31.0%
High school grad	165	33.9%	42.4%	13.9%	9.7%	76.4%	23.6%
Some college	490	35.3%	41.2%	14.9%	8.6%	76.5%	23.5%
College grad	650	24.8%	43.2%	18.9%	13.1%	68.0%	32.0%
Post graduate	563	33.6%	39.3%	17.1%	10.1%	72.8%	27.2%





## Q2b. Frequency of using branch on TUESDAY AFTERNOON

	Number	Question 2b				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2154	29.1%	44.1%	16.7%	10.1%	73.2%	26.8%
Branch							
Mission	69	34.8%	39.1%	18.8%	7.2%	73.9%	26.1%
Eureka Valley/Milk	87	29.9%	48.3%	16.1%	5.7%	78.2%	21.8%
Chinatown	102	33.3%	31.4%	27.5%	7.8%	64.7%	35.3%
Richmond	82	26.8%	45.1%	19.5%	8.5%	72.0%	28.0%
Park	68	22.1%	50.0%	14.7%	13.2%	72.1%	27.9%
Presidio	70	32.9%	44.3%	7.1%	15.7%	77.1%	22.9%
Noe Valley/Brunn	84	15.5%	50.0%	22.6%	11.9%	65.5%	34.5%
Sunset	88	23.9%	43.2%	22.7%	10.2%	67.0%	33.0%
Golden Gate Valley	83	39.8%	45.8%	12.0%	2.4%	85.5%	14.5%
Excelsior	80	32.5%	37.5%	17.5%	12.5%	70.0%	30.0%
Ingleside	82	31.7%	57.3%	8.5%	2.4%	89.0%	11.0%
Glen Park	77	39.0%	45.5%	11.7%	3.9%	84.4%	15.6%
Bayview/Waden	89	37.1%	37.1%	14.6%	11.2%	74.2%	25.8%
Portola	26	34.6%	57.7%	3.8%	3.8%	92.3%	7.7%
Ocean View	53	26.4%	39.6%	20.8%	13.2%	66.0%	34.0%
Libr. for the Blind	20	20.0%	45.0%	5.0%	30.0%	65.0%	35.0%
Anza	89	25.8%	36.0%	19.1%	19.1%	61.8%	38.2%
Visitation Valley	44	29.5%	47.7%	15.9%	6.8%	77.3%	22.7%
Parkside	74	31.1%	55.4%	10.8%	2.7%	86.5%	13.5%
West Portal	96	19.8%	39.6%	26.0%	14.6%	59.4%	40.6%
Bernal Heights	84	27.4%	42.9%	22.6%	7.1%	70.2%	29.8%
Potrero	60	25.0%	48.3%	11.7%	15.0%	73.3%	26.7%
Marina	89	30.3%	37.1%	16.9%	15.7%	67.4%	32.6%
Ortega	77	23.4%	44.2%	18.2%	14.3%	67.5%	32.5%
Merced	85	27.1%	52.9%	12.9%	7.1%	80.0%	20.0%
North Beach	84	32.1%	38.1%	20.2%	9.5%	70.2%	29.8%
Western Addition	83	34.9%	39.8%	10.8%	14.5%	74.7%	25.3%
Main	109	26.6%	48.6%	16.5%	8.3%	75.2%	24.8%
Hearing Impaired	20	25.0%	60.0%	5.0%	10.0%	85.0%	15.0%
Sex of Respondent							
Female	1190	29.3%	43.2%	16.3%	11.2%	72.5%	27.5%
Male	875	29.3%	44.7%	17.5%	8.6%	73.9%	26.1%
Age							
Under 18	211	19.0%	46.4%	23.7%	10.9%	65.4%	34.6%
18-29	417	22.3%	44.8%	21.3%	11.5%	67.1%	32.9%
30s	506	27.1%	42.7%	18.4%	11.9%	69.8%	30.2%
40s	446	29.1%	45.5%	14.6%	10.8%	74.7%	25.3%
50-64	311	35.0%	46.3%	13.5%	5.1%	81.4%	18.6%
65+	211	49.3%	37.4%	5.7%	7.6%	86.7%	13.3%
Children at home?							
Yes	635	27.1%	47.2%	15.9%	9.8%	74.3%	25.7%
No	1448	30.2%	42.6%	17.2%	10.0%	72.8%	27.2%
Ethnic Group							
Chinese	352	25.6%	44.0%	23.0%	7.4%	69.6%	30.4%
Other Asian	126	38.1%	39.7%	11.1%	11.1%	77.8%	22.2%
White	1128	28.3%	44.6%	16.2%	10.9%	72.9%	27.1%
Black	182	37.9%	44.0%	9.9%	8.2%	81.9%	18.1%
Latino	121	36.4%	39.7%	12.4%	11.6%	76.0%	24.0%
Other/Mixed	165	21.8%	46.1%	22.4%	9.7%	67.9%	32.1%
Education level							
Not high school	240	24.6%	44.2%	20.4%	10.8%	68.8%	31.3%
High school grad	153	34.0%	45.8%	13.7%	6.5%	79.7%	20.3%
Some college	489	33.7%	44.0%	14.3%	8.0%	77.7%	22.3%
College grad	651	26.0%	46.2%	17.1%	10.8%	72.2%	27.8%
Post graduate	557	29.8%	41.3%	17.8%	11.1%	71.1%	28.9%



## Q2c. Frequency of using branch on WEDNESDAY AFTERNOON

	Number	Question 2c				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2140	31.2%	43.9%	15.6%	9.3%	75.1%	24.9%
Branch							
Mission	73	38.4%	38.4%	17.8%	5.5%	76.7%	23.3%
Eureka Valley/Milk	84	32.1%	45.2%	16.7%	6.0%	77.4%	22.6%
Chinatown	101	31.7%	38.6%	18.8%	10.9%	70.3%	29.7%
Richmond	83	20.5%	54.2%	19.3%	6.0%	74.7%	25.3%
Park	71	23.9%	53.5%	14.1%	8.5%	77.5%	22.5%
Presidio	69	30.4%	46.4%	8.7%	14.5%	76.8%	23.2%
Noe Valley/Brunn	85	16.5%	49.4%	20.0%	14.1%	65.9%	34.1%
Sunset	86	24.4%	40.7%	24.4%	10.5%	65.1%	34.9%
Golden Gate Valley	82	41.5%	41.5%	15.9%	1.2%	82.9%	17.1%
Excelsior	79	35.4%	44.3%	11.4%	8.9%	79.7%	20.3%
Ingleside	83	32.5%	56.6%	9.6%	1.2%	89.2%	10.8%
Glen Park	80	38.8%	50.0%	8.8%	2.5%	88.8%	11.3%
Bayview/Waden	87	50.6%	29.9%	9.2%	10.3%	80.5%	19.5%
Portola	24	41.7%	54.2%	4.2%	.0%	95.8%	4.2%
Ocean View	53	34.0%	39.6%	20.8%	5.7%	73.6%	26.4%
Libr. for the Blind	21	14.3%	28.6%	14.3%	42.9%	42.9%	57.1%
Anza	85	29.4%	35.3%	20.0%	15.3%	64.7%	35.3%
Visitation Valley	44	38.6%	40.9%	15.9%	4.5%	79.5%	20.5%
Parkside	73	35.6%	50.7%	11.0%	2.7%	86.3%	13.7%
West Portal	91	22.0%	42.9%	24.2%	11.0%	64.8%	35.2%
Bernal Heights	83	30.1%	41.0%	20.5%	8.4%	71.1%	28.9%
Potrero	59	30.5%	49.2%	8.5%	11.9%	79.7%	20.3%
Marina	91	33.0%	38.5%	14.3%	14.3%	71.4%	28.6%
Ortega	74	31.1%	41.9%	17.6%	9.5%	73.0%	27.0%
Merced	85	31.8%	50.6%	11.8%	5.9%	82.4%	17.6%
North Beach	82	34.1%	36.6%	19.5%	9.8%	70.7%	29.3%
Western Addition	80	21.3%	46.3%	13.8%	18.8%	67.5%	32.5%
Main	114	30.7%	43.9%	14.0%	11.4%	74.6%	25.4%
Hearing Impaired	18	22.2%	44.4%	16.7%	16.7%	66.7%	33.3%
Sex of Respondent							
Female	1180	31.0%	43.9%	15.3%	9.8%	74.9%	25.1%
Male	873	31.5%	43.6%	16.6%	8.2%	75.1%	24.9%
Age							
Under 18	207	22.2%	51.2%	19.3%	7.2%	73.4%	26.6%
18-29	422	26.3%	40.8%	21.6%	11.4%	67.1%	32.9%
30s	506	28.9%	44.3%	15.0%	11.9%	73.1%	26.9%
40s	448	32.4%	44.0%	14.1%	9.6%	76.3%	23.7%
50-64	305	35.4%	45.6%	14.8%	4.3%	81.0%	19.0%
65+	201	49.3%	38.8%	6.0%	6.0%	88.1%	11.9%
Children at home?							
Yes	639	31.3%	46.3%	13.6%	8.8%	77.6%	22.4%
No	1434	31.3%	42.7%	16.6%	9.3%	74.1%	25.9%
Ethnic Group							
Chinese	350	28.6%	44.3%	20.3%	6.9%	72.9%	27.1%
Other Asian	119	31.9%	42.0%	13.4%	12.6%	73.9%	26.1%
White	1120	29.9%	44.2%	15.7%	10.2%	74.1%	25.9%
Black	182	47.3%	35.7%	10.4%	6.6%	83.0%	17.0%
Latino	124	37.1%	44.4%	10.5%	8.1%	81.5%	18.5%
Other/Mixed	166	25.9%	48.2%	18.7%	7.2%	74.1%	25.9%
Education level							
Not high school	233	28.8%	48.9%	15.0%	7.3%	77.7%	22.3%
High school grad	146	33.6%	47.3%	9.6%	9.6%	80.8%	19.2%
Some college	488	37.3%	41.4%	15.0%	6.4%	78.7%	21.3%
College grad	654	26.9%	44.8%	17.3%	11.0%	71.7%	28.3%
Post graduate	556	32.4%	41.9%	16.2%	9.5%	74.3%	25.7%





## Q2d. Frequency of using branch on THURSDAY AFTERNOON

	Number	Question 2d				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2108	28.2%	45.4%	17.0%	9.4%	73.6%	26.4%
Branch							
Mission	73	31.5%	41.1%	19.2%	8.2%	72.6%	27.4%
Eureka Valley/Milk	85	30.6%	45.9%	17.6%	5.9%	76.5%	23.5%
Chinatown	98	24.5%	40.8%	25.5%	9.2%	65.3%	34.7%
Richmond	83	22.9%	51.8%	18.1%	7.2%	74.7%	25.3%
Park	70	24.3%	51.4%	12.9%	11.4%	75.7%	24.3%
Presidio	70	32.9%	41.4%	10.0%	15.7%	74.3%	25.7%
Noe Valley/Brunn	84	14.3%	52.4%	23.8%	9.5%	66.7%	33.3%
Sunset	85	18.8%	43.5%	25.9%	11.8%	62.4%	37.6%
Golden Gate Valley	79	35.4%	49.4%	13.9%	1.3%	84.8%	15.2%
Excelsior	77	28.6%	45.5%	15.6%	10.4%	74.0%	26.0%
Ingleside	80	33.8%	53.8%	10.0%	2.5%	87.5%	12.5%
Glen Park	78	35.9%	48.7%	10.3%	5.1%	84.6%	15.4%
Bayview/Waden	87	37.9%	41.4%	11.5%	9.2%	79.3%	20.7%
Portola	27	44.4%	55.6%	.0%	.0%	100.0%	.0%
Ocean View	51	37.3%	37.3%	23.5%	2.0%	74.5%	25.5%
Libr. for the Blind	21	14.3%	33.3%	9.5%	42.9%	47.6%	52.4%
Anza	87	24.1%	40.2%	20.7%	14.9%	64.4%	35.6%
Visitation Valley	40	30.0%	55.0%	10.0%	5.0%	85.0%	15.0%
Parkside	67	31.3%	53.7%	10.4%	4.5%	85.1%	14.9%
West Portal	89	16.9%	41.6%	31.5%	10.1%	58.4%	41.6%
Bernal Heights	83	30.1%	44.6%	18.1%	7.2%	74.7%	25.3%
Potrero	58	29.3%	50.0%	6.9%	13.8%	79.3%	20.7%
Marina	86	33.7%	37.2%	16.3%	12.8%	70.9%	29.1%
Ortega	74	25.7%	45.9%	17.6%	10.8%	71.6%	28.4%
Merced	83	26.5%	49.4%	16.9%	7.2%	75.9%	24.1%
North Beach	81	33.3%	39.5%	16.0%	11.1%	72.8%	27.2%
Western Addition	82	20.7%	41.5%	18.3%	19.5%	62.2%	37.8%
Main	109	29.4%	44.0%	17.4%	9.2%	73.4%	26.6%
Hearing Impaired	21	23.8%	52.4%	19.0%	4.8%	76.2%	23.8%
Sex of Respondent							
Female	1161	28.1%	45.1%	16.8%	10.0%	73.2%	26.8%
Male	862	28.5%	45.2%	17.7%	8.5%	73.8%	26.2%
Age							
Under 18	203	19.2%	49.3%	23.6%	7.9%	68.5%	31.5%
18-29	413	21.5%	46.0%	21.8%	10.7%	67.6%	32.4%
30s	501	26.1%	42.5%	19.6%	11.8%	68.7%	31.3%
40s	436	28.2%	47.5%	13.8%	10.6%	75.7%	24.3%
50-64	303	33.0%	47.2%	14.2%	5.6%	80.2%	19.8%
65+	201	49.8%	39.8%	5.5%	5.0%	89.6%	10.4%
Children at home?							
Yes	625	25.9%	49.6%	15.4%	9.1%	75.5%	24.5%
No	1417	29.4%	43.3%	17.8%	9.5%	72.8%	27.2%
Ethnic Group							
Chinese	343	23.0%	47.2%	22.7%	7.0%	70.3%	29.7%
Other Asian	119	26.1%	42.0%	17.6%	14.3%	68.1%	31.9%
White	1112	28.4%	45.0%	16.5%	10.1%	73.4%	26.6%
Black	173	42.2%	42.2%	9.8%	5.8%	84.4%	15.6%
Latino	120	31.7%	44.2%	13.3%	10.8%	75.8%	24.2%
Other/Mixed	160	21.9%	48.8%	21.3%	8.1%	70.6%	29.4%
Education level							
Not high school	229	25.3%	45.0%	20.5%	9.2%	70.3%	29.7%
High school grad	152	30.9%	52.0%	9.2%	7.9%	82.9%	17.1%
Some college	473	34.0%	43.6%	16.1%	6.3%	77.6%	22.4%
College grad	638	23.5%	46.9%	18.3%	11.3%	70.4%	29.6%
Post graduate	553	29.5%	43.6%	17.0%	9.9%	73.1%	26.9%





## Q2e. Frequency of using branch on FRIDAY AFTERNOON

	Number	Question 2e				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2086	29.7%	41.7%	18.3%	10.3%	71.4%	28.6%
Branch							
Mission	69	33.3%	37.7%	20.3%	8.7%	71.0%	29.0%
Eureka Valley/Milk	82	31.7%	46.3%	15.9%	6.1%	78.0%	22.0%
Chinatown	99	30.3%	39.4%	25.3%	5.1%	69.7%	30.3%
Richmond	80	22.5%	46.3%	21.3%	10.0%	68.8%	31.3%
Park	72	19.4%	54.2%	15.3%	11.1%	73.6%	26.4%
Presidio	68	33.8%	41.2%	8.8%	16.2%	75.0%	25.0%
Noe Valley/Brunn	81	21.0%	42.0%	24.7%	12.3%	63.0%	37.0%
Sunset	83	24.1%	38.6%	22.9%	14.5%	62.7%	37.3%
Golden Gate Valley	78	38.5%	39.7%	19.2%	2.6%	78.2%	21.8%
Excelsior	74	31.1%	37.8%	16.2%	14.9%	68.9%	31.1%
Ingleside	78	39.7%	41.0%	17.9%	1.3%	80.8%	19.2%
Glen Park	75	36.0%	38.7%	17.3%	8.0%	74.7%	25.3%
Bayview/Waden	83	32.5%	38.6%	18.1%	10.8%	71.1%	28.9%
Portola	26	46.2%	42.3%	3.8%	7.7%	88.5%	11.5%
Ocean View	49	38.8%	30.6%	22.4%	8.2%	69.4%	30.6%
Libr. for the Blind	20	15.0%	25.0%	15.0%	45.0%	40.0%	60.0%
Anza	89	29.2%	36.0%	19.1%	15.7%	65.2%	34.8%
Visitation Valley	44	43.2%	45.5%	9.1%	2.3%	88.6%	11.4%
Parkside	68	33.8%	50.0%	10.3%	5.9%	83.8%	16.2%
West Portal	88	18.2%	42.0%	25.0%	14.8%	60.2%	39.8%
Bernal Heights	84	28.6%	40.5%	22.6%	8.3%	69.0%	31.0%
Potrero	59	23.7%	54.2%	11.9%	10.2%	78.0%	22.0%
Marina	87	33.3%	35.6%	19.5%	11.5%	69.0%	31.0%
Ortega	73	28.8%	43.8%	16.4%	11.0%	72.6%	27.4%
Merced	84	25.0%	41.7%	25.0%	8.3%	66.7%	33.3%
North Beach	84	39.3%	38.1%	11.9%	10.7%	77.4%	22.6%
Western Addition	80	22.5%	47.5%	12.5%	17.5%	70.0%	30.0%
Main	108	26.9%	43.5%	21.3%	8.3%	70.4%	29.6%
Hearing Impaired	21	14.3%	47.6%	19.0%	19.0%	61.9%	38.1%
Sex of Respondent							
Female	1148	31.5%	40.8%	17.2%	10.5%	72.3%	27.7%
Male	853	27.7%	42.6%	20.3%	9.5%	70.2%	29.8%
Age							
Under 18	209	30.6%	43.1%	16.7%	9.6%	73.7%	26.3%
18-29	408	22.1%	39.2%	25.5%	13.2%	61.3%	38.7%
30s	496	28.2%	39.5%	20.8%	11.5%	67.7%	32.3%
40s	428	31.5%	41.4%	16.8%	10.3%	72.9%	27.1%
50-64	300	33.3%	45.3%	15.0%	6.3%	78.7%	21.3%
65+	195	42.1%	44.6%	7.2%	6.2%	86.7%	13.3%
Children at home?							
Yes	614	30.3%	43.5%	17.4%	8.8%	73.8%	26.2%
No	1404	29.9%	40.7%	18.7%	10.6%	70.7%	29.3%
Ethnic Group							
Chinese	353	30.3%	41.9%	20.4%	7.4%	72.2%	27.8%
Other Asian	116	32.8%	37.9%	20.7%	8.6%	70.7%	29.3%
White	1095	28.0%	42.4%	18.3%	11.3%	70.4%	29.6%
Black	166	41.0%	41.0%	13.9%	4.2%	81.9%	18.1%
Latino	112	33.0%	33.9%	17.0%	16.1%	67.0%	33.0%
Other/Mixed	163	27.0%	41.7%	20.2%	11.0%	68.7%	31.3%
Education level							
Not high school	238	34.5%	40.8%	14.3%	10.5%	75.2%	24.8%
High school grad	148	32.4%	47.3%	12.8%	7.4%	79.7%	20.3%
Some college	468	33.8%	41.7%	17.3%	7.3%	75.4%	24.6%
College grad	626	25.1%	41.7%	21.1%	12.1%	66.8%	33.2%
Post graduate	544	29.8%	40.4%	19.3%	10.5%	70.2%	29.8%



## Q2f. Frequency of using branch on SATURDAY AFTERNOON

	Number	Question 2f				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2136	45.3%	33.6%	14.0%	7.2%	78.8%	21.2%
Branch							
Mission	79	59.5%	24.1%	10.1%	6.3%	83.5%	16.5%
Eureka Valley/Milk	88	46.6%	36.4%	11.4%	5.7%	83.0%	17.0%
Chinatown	103	49.5%	30.1%	15.5%	4.9%	79.6%	20.4%
Richmond	87	47.1%	34.5%	5.7%	12.6%	81.6%	18.4%
Park	73	41.1%	42.5%	9.6%	6.8%	83.6%	16.4%
Presidio	70	34.3%	41.4%	12.9%	11.4%	75.7%	24.3%
Noe Valley/Brunn	85	51.8%	36.5%	8.2%	3.5%	88.2%	11.8%
Sunset	87	54.0%	33.3%	10.3%	2.3%	87.4%	12.6%
Golden Gate Valley	77	46.8%	29.9%	18.2%	5.2%	76.6%	23.4%
Excelsior	75	49.3%	29.3%	14.7%	6.7%	78.7%	21.3%
Ingleside	77	42.9%	27.3%	16.9%	13.0%	70.1%	29.9%
Glen Park	78	51.3%	25.6%	17.9%	5.1%	76.9%	23.1%
Bayview/Waden	85	41.2%	27.1%	15.3%	16.5%	68.2%	31.8%
Portola	26	30.8%	42.3%	11.5%	15.4%	73.1%	26.9%
Ocean View	48	45.8%	20.8%	22.9%	10.4%	66.7%	33.3%
Libr. for the Blind	20	15.0%	20.0%	35.0%	30.0%	35.0%	65.0%
Anza	91	51.6%	36.3%	9.9%	2.2%	87.9%	12.1%
Visitation Valley	42	33.3%	38.1%	14.3%	14.3%	71.4%	28.6%
Parkside	72	41.7%	33.3%	16.7%	8.3%	75.0%	25.0%
West Portal	95	43.2%	40.0%	12.6%	4.2%	83.2%	16.8%
Bernal Heights	85	51.8%	29.4%	15.3%	3.5%	81.2%	18.8%
Potrero	57	50.9%	31.6%	15.8%	1.8%	82.5%	17.5%
Marina	90	38.9%	38.9%	18.9%	3.3%	77.8%	22.2%
Ortega	73	39.7%	41.1%	12.3%	6.8%	80.8%	19.2%
Merced	81	40.7%	30.9%	17.3%	11.1%	71.6%	28.4%
North Beach	82	47.6%	30.5%	14.6%	7.3%	78.0%	22.0%
Western Addition	81	45.7%	37.0%	7.4%	9.9%	82.7%	17.3%
Main	111	41.4%	41.4%	15.3%	1.8%	82.9%	17.1%
Hearing Impaired	18	22.2%	33.3%	27.8%	16.7%	55.6%	44.4%
Sex of Respondent							
Female	1167	49.5%	32.0%	11.8%	6.7%	81.5%	18.5%
Male	878	39.5%	35.3%	17.5%	7.6%	74.8%	25.2%
Age							
Under 18	205	38.0%	30.7%	18.0%	13.2%	68.8%	31.2%
18-29	413	36.8%	34.9%	19.9%	8.5%	71.7%	28.3%
30s	500	48.0%	34.2%	12.2%	5.6%	82.2%	17.8%
40s	474	54.6%	30.6%	10.8%	4.0%	85.2%	14.8%
50-64	302	47.0%	36.1%	10.6%	6.3%	83.1%	16.9%
65+	185	39.5%	33.5%	17.8%	9.2%	73.0%	27.0%
Children at home?							
Yes	636	50.5%	31.8%	11.8%	6.0%	82.2%	17.8%
No	1426	43.2%	34.2%	15.1%	7.5%	77.4%	22.6%
Ethnic Group							
Chinese	353	47.9%	29.5%	15.9%	6.8%	77.3%	22.7%
Other Asian	120	34.2%	41.7%	15.8%	8.3%	75.8%	24.2%
White	1112	45.4%	35.6%	13.3%	5.7%	81.0%	19.0%
Black	175	48.0%	28.0%	14.3%	9.7%	76.0%	24.0%
Latino	125	50.4%	28.0%	14.4%	7.2%	78.4%	21.6%
Other/Mixed	163	42.3%	30.7%	16.0%	11.0%	73.0%	27.0%
Education level							
Not high school	231	40.7%	29.4%	16.5%	13.4%	70.1%	29.9%
High school grad	144	37.5%	38.9%	11.1%	12.5%	76.4%	23.6%
Some college	482	42.9%	29.5%	20.7%	6.8%	72.4%	27.6%
College grad	652	44.9%	37.0%	11.7%	6.4%	81.9%	18.1%
Post graduate	557	52.1%	33.0%	11.1%	3.8%	85.1%	14.9%





Q2g. Frequency of using branch on SUNDAY AFTERNOON

	Number	Question 2g				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	1991	33.8%	31.3%	17.9%	17.0%	65.1%	34.9%
Branch							
Mission	66	42.4%	28.8%	12.1%	16.7%	71.2%	28.8%
Eureka Valley/Milk	87	41.4%	33.3%	18.4%	6.9%	74.7%	25.3%
Chinatown	97	35.1%	27.8%	20.6%	16.5%	62.9%	37.1%
Richmond	76	35.5%	28.9%	11.8%	23.7%	64.5%	35.5%
Park	74	33.8%	40.5%	12.2%	13.5%	74.3%	25.7%
Presidio	63	19.0%	34.9%	20.6%	25.4%	54.0%	46.0%
Noe Valley/Brunn	79	43.0%	31.6%	12.7%	12.7%	74.7%	25.3%
Sunset	85	37.6%	38.8%	15.3%	8.2%	76.5%	23.5%
Golden Gate Valley	71	32.4%	32.4%	23.9%	11.3%	64.8%	35.2%
Excelsior	76	35.5%	31.6%	17.1%	15.8%	67.1%	32.9%
Ingleside	68	23.5%	27.9%	22.1%	26.5%	51.5%	48.5%
Glen Park	72	34.7%	29.2%	20.8%	15.3%	63.9%	36.1%
Bayview/Waden	81	27.2%	21.0%	19.8%	32.1%	48.1%	51.9%
Portola	22	18.2%	27.3%	22.7%	31.8%	45.5%	54.5%
Ocean View	49	34.7%	30.6%	16.3%	18.4%	65.3%	34.7%
Libr. for the Blind	21	4.8%	14.3%	28.6%	52.4%	19.0%	81.0%
Anza	83	39.8%	32.5%	12.0%	15.7%	72.3%	27.7%
Visitation Valley	40	22.5%	27.5%	27.5%	22.5%	50.0%	50.0%
Parkside	64	35.9%	29.7%	21.9%	12.5%	65.6%	34.4%
West Portal	91	27.5%	38.5%	18.7%	15.4%	65.9%	34.1%
Bernal Heights	85	44.7%	23.5%	21.2%	10.6%	68.2%	31.8%
Potrero	50	34.0%	40.0%	16.0%	10.0%	74.0%	26.0%
Marina	86	37.2%	32.6%	16.3%	14.0%	69.8%	30.2%
Ortega	71	31.0%	25.4%	21.1%	22.5%	56.3%	43.7%
Merced	72	34.7%	29.2%	18.1%	18.1%	63.9%	36.1%
North Beach	71	39.4%	26.8%	11.3%	22.5%	66.2%	33.8%
Western Addition	71	31.0%	36.6%	15.5%	16.9%	67.6%	32.4%
Main	105	32.4%	39.0%	20.0%	8.6%	71.4%	28.6%
Hearing Impaired	15	13.3%	20.0%	20.0%	46.7%	33.3%	66.7%
Sex of Respondent							
Female	1104	36.3%	29.2%	16.9%	17.6%	65.5%	34.5%
Male	804	29.9%	34.0%	19.8%	16.4%	63.8%	36.2%
Age							
Under 18	196	25.5%	24.0%	18.4%	32.1%	49.5%	50.5%
18-29	401	29.7%	33.2%	19.0%	18.2%	62.8%	37.2%
30s	479	38.2%	32.2%	16.9%	12.7%	70.4%	29.6%
40s	432	40.0%	31.7%	16.2%	12.0%	71.8%	28.2%
50-64	275	33.5%	34.5%	17.8%	14.2%	68.0%	32.0%
65+	156	25.0%	23.1%	26.3%	25.6%	48.1%	51.9%
Children at home?							
Yes	585	33.8%	34.4%	15.4%	16.4%	68.2%	31.8%
No	1341	33.7%	29.8%	19.4%	17.1%	63.5%	36.5%
Ethnic Group							
Chinese	328	31.7%	27.4%	19.2%	21.6%	59.1%	40.9%
Other Asian	107	25.2%	27.1%	22.4%	25.2%	52.3%	47.7%
White	1042	36.2%	32.5%	18.3%	13.0%	68.7%	31.3%
Black	167	32.3%	25.7%	20.4%	21.6%	58.1%	41.9%
Latino	108	28.7%	38.9%	10.2%	22.2%	67.6%	32.4%
Other/Mixed	159	34.0%	29.6%	17.0%	19.5%	63.5%	36.5%
Education level							
Not high school	219	27.4%	26.5%	16.4%	29.7%	53.9%	46.1%
High school grad	134	24.6%	34.3%	12.7%	28.4%	59.0%	41.0%
Some college	439	31.0%	28.7%	23.2%	17.1%	59.7%	40.3%
College grad	609	34.3%	33.8%	16.3%	15.6%	68.1%	31.9%
Post graduate	525	40.0%	31.6%	18.3%	10.1%	71.6%	28.4%





## Q2h. Frequency of using branch on WEEKDAY MORNINGS

	Number	Question 2h				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	1986	24.7%	26.6%	26.4%	22.2%	51.4%	48.6%
Branch							
Mission	66	24.2%	30.3%	24.2%	21.2%	54.5%	45.5%
Eureka Valley/Milk	86	27.9%	29.1%	24.4%	18.6%	57.0%	43.0%
Chinatown	94	25.5%	23.4%	33.0%	18.1%	48.9%	51.1%
Richmond	78	26.9%	16.7%	37.2%	19.2%	43.6%	56.4%
Park	64	18.8%	34.4%	28.1%	18.8%	53.1%	46.9%
Presidio	72	23.6%	27.8%	23.6%	25.0%	51.4%	48.6%
Noe Valley/Brunn	80	18.8%	26.3%	33.8%	21.3%	45.0%	55.0%
Sunset	77	27.3%	23.4%	19.5%	29.9%	50.6%	49.4%
Golden Gate Valley	72	26.4%	25.0%	31.9%	16.7%	51.4%	48.6%
Excelsior	75	28.0%	26.7%	20.0%	25.3%	54.7%	45.3%
Ingleside	71	15.5%	33.8%	23.9%	26.8%	49.3%	50.7%
Glen Park	67	20.9%	20.9%	37.3%	20.9%	41.8%	58.2%
Bayview/Waden	81	25.9%	24.7%	21.0%	28.4%	50.6%	49.4%
Portola	24	12.5%	33.3%	25.0%	29.2%	45.8%	54.2%
Ocean View	46	15.2%	21.7%	32.6%	30.4%	37.0%	63.0%
Libr. for the Blind	20	20.0%	25.0%	15.0%	40.0%	45.0%	55.0%
Anza	82	19.5%	26.8%	19.5%	34.1%	46.3%	53.7%
Visitation Valley	42	28.6%	31.0%	21.4%	19.0%	59.5%	40.5%
Parkside	73	28.8%	31.5%	27.4%	12.3%	60.3%	39.7%
West Portal	88	20.5%	21.6%	35.2%	22.7%	42.0%	58.0%
Bernal Heights	77	32.5%	20.8%	33.8%	13.0%	53.2%	46.8%
Potrero	53	15.1%	35.8%	26.4%	22.6%	50.9%	49.1%
Marina	84	29.8%	23.8%	22.6%	23.8%	53.6%	46.4%
Ortega	72	30.6%	18.1%	25.0%	26.4%	48.6%	51.4%
Merced	77	28.6%	26.0%	28.6%	16.9%	54.5%	45.5%
North Beach	71	25.4%	28.2%	21.1%	25.4%	53.5%	46.5%
Western Addition	74	29.7%	25.7%	18.9%	25.7%	55.4%	44.6%
Main	104	28.8%	35.6%	23.1%	12.5%	64.4%	35.6%
Hearing Impaired	16	12.5%	50.0%	12.5%	25.0%	62.5%	37.5%
Sex of Respondent							
Female	1098	24.8%	25.0%	27.0%	23.2%	49.7%	50.3%
Male	807	24.7%	28.3%	26.0%	21.1%	52.9%	47.1%
Age							
Under 18	205	10.7%	16.6%	29.3%	43.4%	27.3%	72.7%
18-29	403	17.9%	23.8%	32.5%	25.8%	41.7%	58.3%
30s	469	22.8%	28.4%	27.1%	21.7%	51.2%	48.8%
40s	404	28.0%	25.7%	28.0%	18.3%	53.7%	46.3%
50-64	264	31.1%	34.1%	20.5%	14.4%	65.2%	34.8%
65+	190	42.6%	30.0%	15.8%	11.6%	72.6%	27.4%
Children at home?							
Yes	575	25.9%	27.1%	25.9%	21.0%	53.0%	47.0%
No	1343	24.1%	26.4%	26.8%	22.7%	50.5%	49.5%
Ethnic Group							
Chinese	322	18.0%	23.3%	34.2%	24.5%	41.3%	58.7%
Other Asian	117	23.1%	32.5%	18.8%	25.6%	55.6%	44.4%
White	1034	26.6%	26.8%	26.0%	20.6%	53.4%	46.6%
Black	163	23.9%	28.2%	23.3%	24.5%	52.1%	47.9%
Latino	115	33.0%	23.5%	24.3%	19.1%	56.5%	43.5%
Other/Mixed	153	19.6%	26.1%	28.8%	25.5%	45.8%	54.2%
Education level							
Not high school	226	14.6%	18.1%	27.0%	40.3%	32.7%	67.3%
High school grad	140	25.0%	32.1%	25.7%	17.1%	57.1%	42.9%
Some college	441	27.4%	28.3%	26.1%	18.1%	55.8%	44.2%
College grad	605	24.5%	28.8%	26.3%	20.5%	53.2%	46.8%
Post graduate	511	26.6%	24.7%	27.8%	20.9%	51.3%	48.7%



## Q2i. Frequency of using branch on SATURDAY MORNING

	Number	Question 2i				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2078	34.6%	30.9%	20.2%	14.2%	65.6%	34.4%
Branch							
Mission	70	44.3%	24.3%	15.7%	15.7%	68.6%	31.4%
Eureka Valley/Milk	88	28.4%	33.0%	23.9%	14.8%	61.4%	38.6%
Chinatown	98	38.8%	25.5%	24.5%	11.2%	64.3%	35.7%
Richmond	80	36.3%	26.3%	26.3%	11.3%	62.5%	37.5%
Park	74	25.7%	41.9%	16.2%	16.2%	67.6%	32.4%
Presidio	70	21.4%	31.4%	28.6%	18.6%	52.9%	47.1%
Noe Valley/Brunn	86	36.0%	38.4%	18.6%	7.0%	74.4%	25.6%
Sunset	87	41.4%	27.6%	18.4%	12.6%	69.0%	31.0%
Golden Gate Valley	76	34.2%	22.4%	26.3%	17.1%	56.6%	43.4%
Excelsior	82	40.2%	31.7%	11.0%	17.1%	72.0%	28.0%
Ingleside	71	25.4%	35.2%	22.5%	16.9%	60.6%	39.4%
Glen Park	72	36.1%	33.3%	18.1%	12.5%	69.4%	30.6%
Bayview/Waden	84	32.1%	25.0%	16.7%	26.2%	57.1%	42.9%
Portola	22	9.1%	31.8%	40.9%	18.2%	40.9%	59.1%
Ocean View	45	37.8%	15.6%	22.2%	24.4%	53.3%	46.7%
Libr. for the Blind	20	10.0%	30.0%	25.0%	35.0%	40.0%	60.0%
Anza	87	28.7%	40.2%	18.4%	12.6%	69.0%	31.0%
Visitation Valley	40	20.0%	37.5%	17.5%	25.0%	57.5%	42.5%
Parkside	68	33.8%	32.4%	19.1%	14.7%	66.2%	33.8%
West Portal	94	44.7%	28.7%	17.0%	9.6%	73.4%	26.6%
Bernal Heights	84	40.5%	29.8%	23.8%	6.0%	70.2%	29.8%
Potrero	53	43.4%	34.0%	18.9%	3.8%	77.4%	22.6%
Marina	86	33.7%	33.7%	18.6%	14.0%	67.4%	32.6%
Ortega	76	36.8%	28.9%	21.1%	13.2%	65.8%	34.2%
Merced	83	41.0%	24.1%	14.5%	20.5%	65.1%	34.9%
North Beach	77	37.7%	27.3%	19.5%	15.6%	64.9%	35.1%
Western Addition	79	36.7%	27.8%	25.3%	10.1%	64.6%	35.4%
Main	110	34.5%	43.6%	16.4%	5.5%	78.2%	21.8%
Hearing Impaired	16	18.8%	25.0%	25.0%	31.3%	43.8%	56.3%
Sex of Respondent							
Female	1163	38.2%	30.8%	18.7%	12.4%	69.0%	31.0%
Male	831	29.8%	30.7%	22.9%	16.6%	60.5%	39.5%
Age							
Under 18	205	20.5%	28.3%	24.4%	26.8%	48.8%	51.2%
18-29	415	24.3%	28.0%	29.2%	18.6%	52.3%	47.7%
30s	496	36.3%	34.3%	18.8%	10.7%	70.6%	29.4%
40s	450	44.2%	31.3%	15.3%	9.1%	75.6%	24.4%
50-64	283	40.6%	33.9%	14.8%	10.6%	74.6%	25.4%
65+	179	38.0%	25.7%	20.1%	16.2%	63.7%	36.3%
Children at home?							
Yes	622	42.4%	28.3%	18.3%	10.9%	70.7%	29.3%
No	1394	31.5%	32.0%	21.2%	15.4%	63.5%	36.5%
Ethnic Group							
Chinese	346	34.7%	25.4%	24.3%	15.6%	60.1%	39.9%
Other Asian	120	31.7%	35.0%	18.3%	15.0%	66.7%	33.3%
White	1079	35.7%	33.1%	19.4%	11.9%	68.8%	31.2%
Black	170	33.5%	29.4%	17.6%	19.4%	62.9%	37.1%
Latino	117	35.9%	28.2%	17.9%	17.9%	64.1%	35.9%
Other/Mixed	166	32.5%	28.9%	22.3%	16.3%	61.4%	38.6%
Education level							
Not high school	226	22.6%	27.4%	22.6%	27.4%	50.0%	50.0%
High school grad	140	30.0%	31.4%	23.6%	15.0%	61.4%	38.6%
Some college	455	33.8%	28.6%	23.5%	14.1%	62.4%	37.6%
College grad	646	35.3%	31.4%	20.4%	12.8%	66.7%	33.3%
Post graduate	550	41.5%	33.3%	15.6%	9.6%	74.7%	25.3%





Q2j. Frequency of using branch on SUNDAY MORNING

	Number	Question 2j				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	1957	23.0%	24.5%	24.5%	28.0%	47.6%	52.4%
Branch							
Mission	67	35.8%	20.9%	22.4%	20.9%	56.7%	43.3%
Eureka Valley/Milk	83	24.1%	24.1%	24.1%	27.7%	48.2%	51.8%
Chinatown	95	34.7%	18.9%	27.4%	18.9%	53.7%	46.3%
Richmond	75	24.0%	22.7%	21.3%	32.0%	46.7%	53.3%
Park	74	23.0%	33.8%	21.6%	21.6%	56.8%	43.2%
Presidio	64	9.4%	25.0%	26.6%	39.1%	34.4%	65.6%
Noe Valley/Brunn	86	25.6%	29.1%	26.7%	18.6%	54.7%	45.3%
Sunset	81	19.8%	27.2%	25.9%	27.2%	46.9%	53.1%
Golden Gate Valley	70	22.9%	14.3%	31.4%	31.4%	37.1%	62.9%
Excelsior	74	20.3%	31.1%	17.6%	31.1%	51.4%	48.6%
Ingleside	70	14.3%	25.7%	25.7%	34.3%	40.0%	60.0%
Glen Park	68	25.0%	22.1%	26.5%	26.5%	47.1%	52.9%
Bayview/Waden	77	19.5%	16.9%	23.4%	40.3%	36.4%	63.6%
Portola	21	9.5%	14.3%	28.6%	47.6%	23.8%	76.2%
Ocean View	46	26.1%	21.7%	21.7%	30.4%	47.8%	52.2%
Libr. for the Blind	20	.0%	.0%	25.0%	75.0%	.0%	100.0%
Anza	83	22.9%	26.5%	21.7%	28.9%	49.4%	50.6%
Visitation Valley	38	13.2%	21.1%	31.6%	34.2%	34.2%	65.8%
Parkside	65	20.0%	29.2%	29.2%	21.5%	49.2%	50.8%
West Portal	84	26.2%	29.8%	20.2%	23.8%	56.0%	44.0%
Bernal Heights	80	27.5%	25.0%	25.0%	22.5%	52.5%	47.5%
Potrero	49	30.6%	24.5%	22.4%	22.4%	55.1%	44.9%
Marina	81	18.5%	32.1%	19.8%	29.6%	50.6%	49.4%
Ortega	72	22.2%	26.4%	26.4%	25.0%	48.6%	51.4%
Merced	72	26.4%	13.9%	26.4%	33.3%	40.3%	59.7%
North Beach	70	24.3%	20.0%	25.7%	30.0%	44.3%	55.7%
Western Addition	74	29.7%	28.4%	17.6%	24.3%	58.1%	41.9%
Main	103	22.3%	32.0%	28.2%	17.5%	54.4%	45.6%
Hearing Impaired	15	.0%	13.3%	26.7%	60.0%	13.3%	86.7%
Sex of Respondent							
Female	1084	24.9%	23.5%	24.0%	27.6%	48.4%	51.6%
Male	795	21.0%	24.4%	26.3%	28.3%	45.4%	54.6%
Age							
Under 18	200	18.0%	17.5%	24.5%	40.0%	35.5%	64.5%
18-29	409	22.2%	21.5%	28.4%	27.9%	43.8%	56.2%
30s	478	25.5%	30.1%	23.0%	21.3%	55.6%	44.4%
40s	412	26.5%	26.7%	22.6%	24.3%	53.2%	46.8%
50-64	258	21.3%	25.2%	27.1%	26.4%	46.5%	53.5%
65+	152	20.4%	13.2%	22.4%	44.1%	33.6%	66.4%
Children at home?							
Yes	579	24.7%	25.6%	25.2%	24.5%	50.3%	49.7%
No	1318	22.7%	23.7%	24.5%	29.1%	46.4%	53.6%
Ethnic Group							
Chinese	322	24.5%	19.6%	26.4%	29.5%	44.1%	55.9%
Other Asian	116	19.0%	27.6%	19.0%	34.5%	46.6%	53.4%
White	1015	23.0%	25.4%	26.0%	25.6%	48.4%	51.6%
Black	160	20.0%	23.8%	20.6%	35.6%	43.8%	56.3%
Latino	111	27.9%	25.2%	20.7%	26.1%	53.2%	46.8%
Other/Mixed	157	26.1%	22.9%	22.9%	28.0%	49.0%	51.0%
Education level							
Not high school	220	20.5%	17.7%	24.1%	37.7%	38.2%	61.8%
High school grad	130	19.2%	26.9%	23.1%	30.8%	46.2%	53.8%
Some college	433	22.4%	21.2%	26.3%	30.0%	43.6%	56.4%
College grad	608	23.8%	27.5%	22.5%	26.2%	51.3%	48.7%
Post graduate	506	25.1%	25.1%	27.1%	22.7%	50.2%	49.8%





## Q2k. Frequency of using branch on EVENINGS

	Number	Question 2k				Summary	
		Frequently	Sometimes	Seldom	Never	Frequently / Sometimes	Seldom/ Never
Total	2132	43.0%	32.5%	13.1%	11.4%	75.5%	24.5%
Branch							
Mission	73	61.6%	24.7%	5.5%	8.2%	86.3%	13.7%
Eureka Valley/Milk	90	50.0%	35.6%	6.7%	7.8%	85.6%	14.4%
Chinatown	96	35.4%	27.1%	14.6%	22.9%	62.5%	37.5%
Richmond	84	32.1%	36.9%	21.4%	9.5%	69.0%	31.0%
Park	79	43.0%	30.4%	12.7%	13.9%	73.4%	26.6%
Presidio	68	27.9%	44.1%	13.2%	14.7%	72.1%	27.9%
Noe Valley/Brunn	88	60.2%	30.7%	4.5%	4.5%	90.9%	9.1%
Sunset	93	50.5%	36.6%	8.6%	4.3%	87.1%	12.9%
Golden Gate Valley	78	29.5%	44.9%	15.4%	10.3%	74.4%	25.6%
Excelsior	76	42.1%	31.6%	14.5%	11.8%	73.7%	26.3%
Ingleside	72	26.4%	31.9%	19.4%	22.2%	58.3%	41.7%
Glen Park	80	57.5%	25.0%	15.0%	2.5%	82.5%	17.5%
Bayview/Waden	86	46.5%	26.7%	14.0%	12.8%	73.3%	26.7%
Portola	25	36.0%	20.0%	20.0%	24.0%	56.0%	44.0%
Ocean View	50	42.0%	38.0%	10.0%	10.0%	80.0%	20.0%
Libr. for the Blind	21	4.8%	23.8%	9.5%	61.9%	28.6%	71.4%
Anza	87	39.1%	39.1%	12.6%	9.2%	78.2%	21.8%
Visitation Valley	42	38.1%	28.6%	16.7%	16.7%	66.7%	33.3%
Parkside	73	35.6%	34.2%	19.2%	11.0%	69.9%	30.1%
West Portal	95	41.1%	31.6%	16.8%	10.5%	72.6%	27.4%
Bernal Heights	86	60.5%	26.7%	7.0%	5.8%	87.2%	12.8%
Potrero	57	43.9%	36.8%	10.5%	8.8%	80.7%	19.3%
Marina	92	48.9%	33.7%	9.8%	7.6%	82.6%	17.4%
Ortega	75	33.3%	40.0%	12.0%	14.7%	73.3%	26.7%
Merced	78	47.4%	23.1%	19.2%	10.3%	70.5%	29.5%
North Beach	78	43.6%	20.5%	17.9%	17.9%	64.1%	35.9%
Western Addition	77	40.3%	37.7%	11.7%	10.4%	77.9%	22.1%
Main	114	46.5%	35.1%	14.0%	4.4%	81.6%	18.4%
Hearing Impaired	19	21.1%	42.1%	5.3%	31.6%	63.2%	36.8%
Sex of Respondent							
Female	1173	43.3%	31.1%	13.0%	12.5%	74.4%	25.6%
Male	875	42.7%	33.5%	13.7%	10.1%	76.2%	23.8%
Age							
Under 18	208	24.0%	24.5%	22.1%	29.3%	48.6%	51.4%
18-29	428	47.9%	29.9%	12.4%	9.8%	77.8%	22.2%
30s	510	49.2%	35.7%	9.4%	5.7%	84.9%	15.1%
40s	466	48.7%	34.3%	10.3%	6.7%	83.0%	17.0%
50-64	304	40.1%	37.8%	13.5%	8.6%	78.0%	22.0%
65+	166	23.5%	22.9%	23.5%	30.1%	46.4%	53.6%
Children at home?							
Yes	644	41.5%	35.2%	12.9%	10.4%	76.7%	23.3%
No	1422	43.8%	31.1%	13.4%	11.7%	74.9%	25.1%
Ethnic Group							
Chinese	349	29.8%	28.1%	20.9%	21.2%	57.9%	42.1%
Other Asian	115	32.2%	30.4%	15.7%	21.7%	62.6%	37.4%
White	1119	45.5%	34.7%	11.5%	8.3%	80.2%	19.8%
Black	176	48.9%	31.8%	10.8%	8.5%	80.7%	19.3%
Latino	122	55.7%	24.6%	10.7%	9.0%	80.3%	19.7%
Other/Mixed	167	46.7%	28.7%	12.6%	12.0%	75.4%	24.6%
Education level							
Not high school	226	27.4%	25.7%	19.5%	27.4%	53.1%	46.9%
High school grad	147	27.9%	36.7%	17.7%	17.7%	64.6%	35.4%
Some college	459	39.7%	29.6%	18.3%	12.4%	69.3%	30.7%
College grad	668	47.2%	34.9%	9.9%	8.1%	82.0%	18.0%
Post graduate	570	51.1%	33.3%	9.5%	6.1%	84.4%	15.6%



Q3. Evenings per week branch should be open

	Number	Question 3							
		1	2	3	4	5	6	7	None
Total	2453	5.7%	19.6%	23.8%	9.9%	18.0%	8.4%	11.9%	2.8%
Branch									
Mission	94	2.1%	7.4%	25.5%	10.6%	20.2%	11.7%	19.1%	3.2%
Eureka Valley/Milk	95	4.2%	13.7%	29.5%	4.2%	25.3%	11.6%	9.5%	2.1%
Chinatown	99	5.1%	13.1%	25.3%	8.1%	20.2%	9.1%	17.2%	2.0%
Richmond	101	3.0%	14.9%	22.8%	12.9%	21.8%	12.9%	9.9%	2.0%
Park	81	3.7%	21.0%	24.7%	14.8%	17.3%	4.9%	13.6%	.0%
Presidio	78	20.5%	21.8%	24.4%	9.0%	16.7%	5.1%	1.3%	1.3%
Noe Valley/Brunn	92	5.4%	21.7%	29.3%	9.8%	17.4%	6.5%	9.8%	.0%
Sunset	98	.0%	25.5%	23.5%	11.2%	17.3%	11.2%	9.2%	2.0%
Golden Gate Valley	93	12.9%	26.9%	23.7%	10.8%	15.1%	4.3%	4.3%	2.2%
Excelsior	94	5.3%	17.0%	17.0%	10.6%	19.1%	10.6%	18.1%	2.1%
Ingleside	99	13.1%	13.1%	18.2%	11.1%	16.2%	7.1%	8.1%	13.1%
Glen Park	90	5.6%	23.3%	20.0%	8.9%	23.3%	10.0%	6.7%	2.2%
Bayview/Waden	101	1.0%	16.8%	11.9%	8.9%	18.8%	19.8%	21.8%	1.0%
Portola	31	6.5%	29.0%	22.6%	9.7%	9.7%	3.2%	16.1%	3.2%
Ocean View	56	3.6%	21.4%	12.5%	8.9%	21.4%	10.7%	21.4%	.0%
Libr. for the Blind	20	15.0%	5.0%	30.0%	15.0%	10.0%	5.0%	10.0%	10.0%
Anza	100	5.0%	21.0%	27.0%	11.0%	16.0%	6.0%	9.0%	5.0%
Visitacion Valley	49	6.1%	18.4%	16.3%	12.2%	12.2%	14.3%	12.2%	8.2%
Parkside	95	8.4%	20.0%	27.4%	9.5%	20.0%	6.3%	7.4%	1.1%
West Portal	108	5.6%	20.4%	26.9%	13.0%	14.8%	9.3%	8.3%	1.9%
Bernal Heights	95	3.2%	18.9%	22.1%	13.7%	17.9%	8.4%	13.7%	2.1%
Potrero	64	7.8%	28.1%	32.8%	4.7%	18.8%	.0%	7.8%	.0%
Marina	99	7.1%	25.3%	28.3%	9.1%	18.2%	4.0%	6.1%	2.0%
Ortega	87	2.3%	27.6%	34.5%	5.7%	13.8%	6.9%	6.9%	2.3%
Merced	94	5.3%	14.9%	25.5%	8.5%	16.0%	8.5%	17.0%	4.3%
North Beach	95	6.3%	26.3%	21.1%	7.4%	17.9%	4.2%	13.7%	3.2%
Western Addition	100	5.0%	22.0%	27.0%	11.0%	14.0%	6.0%	7.0%	8.0%
Main	123	.8%	16.3%	19.5%	8.9%	17.9%	9.8%	26.0%	.8%
Hearing Impaired	22	9.1%	13.6%	13.6%	9.1%	31.8%	4.5%	18.2%	.0%
Sex of Respondent									
Female	1348	6.0%	21.4%	23.4%	10.8%	16.6%	8.1%	10.6%	3.1%
Male	1005	5.5%	17.1%	23.3%	8.5%	20.4%	9.3%	13.8%	2.2%
Age									
Under 18	220	3.2%	7.7%	12.3%	9.5%	20.0%	19.1%	26.4%	1.8%
18-29	452	2.7%	15.3%	23.2%	13.9%	20.1%	9.5%	14.2%	1.1%
30s	565	4.4%	20.5%	22.8%	10.1%	19.1%	8.3%	14.2%	.5%
40s	526	6.3%	21.9%	28.3%	6.7%	18.4%	8.0%	8.4%	2.1%
50-64	362	7.7%	23.2%	30.4%	8.8%	15.7%	6.1%	6.6%	1.4%
65+	260	12.3%	25.4%	18.1%	8.8%	13.5%	1.5%	6.2%	14.2%
Children at home?									
Yes	730	4.5%	18.1%	24.5%	9.2%	18.8%	10.7%	12.9%	1.4%
No	1644	6.3%	20.1%	23.4%	10.0%	17.9%	7.4%	11.5%	3.3%
Ethnic Group									
Chinese	385	7.3%	23.4%	22.1%	6.5%	17.1%	8.1%	12.5%	3.1%
Other Asian	151	4.6%	12.6%	27.2%	9.3%	14.6%	11.3%	13.2%	7.3%
White	1274	6.8%	21.7%	25.6%	10.6%	18.1%	6.2%	8.6%	2.4%
Black	212	2.4%	17.0%	12.3%	9.4%	21.2%	14.6%	21.7%	1.4%
Latino	152	2.6%	13.2%	22.4%	8.6%	21.7%	13.8%	15.8%	2.0%
Other/Mixed	182	2.2%	12.1%	21.4%	12.6%	19.8%	12.1%	18.1%	1.6%
Education level									
Not high school	256	3.1%	12.1%	12.5%	9.4%	19.1%	17.2%	23.8%	2.7%
High school grad	183	6.6%	15.8%	15.3%	12.6%	17.5%	9.3%	13.7%	9.3%
Some college	546	5.1%	19.8%	21.6%	9.9%	19.4%	9.3%	11.4%	3.5%
College grad	753	7.3%	22.0%	27.5%	9.4%	16.5%	5.8%	10.2%	1.2%
Post graduate	637	5.3%	20.9%	27.9%	9.6%	18.2%	6.8%	9.3%	2.0%





Q4. Evening per week most likely to use branch

	Number	Question 4							
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	None
Total	2215	11.6%	10.1%	34.3%	11.0%	13.6%	8.0%	3.6%	7.7%
Branch									
Mission	78	16.7%	7.7%	26.9%	9.0%	12.8%	16.7%	9.0%	1.3%
Eureka Valley/Milk	87	17.2%	9.2%	40.2%	8.0%	12.6%	8.0%	1.1%	3.4%
Chinatown	87	4.6%	8.0%	23.0%	5.7%	16.1%	26.4%	3.4%	12.6%
Richmond	86	9.3%	10.5%	29.1%	11.6%	14.0%	11.6%	4.7%	9.3%
Park	74	21.6%	12.2%	33.8%	9.5%	5.4%	5.4%	5.4%	6.8%
Presidio	76	6.6%	3.9%	53.9%	17.1%	6.6%	1.3%	2.6%	7.9%
Noe Valley/Brunn	85	11.8%	10.6%	44.7%	15.3%	7.1%	5.9%	2.4%	2.4%
Sunset	92	12.0%	7.6%	42.4%	9.8%	14.1%	4.3%	5.4%	4.3%
Golden Gate Valley	84	13.1%	8.3%	32.1%	14.3%	11.9%	3.6%	4.8%	11.9%
Excelsior	85	11.8%	9.4%	29.4%	5.9%	22.4%	9.4%	3.5%	8.2%
Ingleside	87	12.6%	6.9%	21.8%	14.9%	12.6%	4.6%	1.1%	25.3%
Glen Park	80	6.3%	21.3%	45.0%	13.8%	8.8%	1.3%	2.5%	1.3%
Bayview/Waden	84	15.5%	6.0%	35.7%	8.3%	15.5%	11.9%	1.2%	6.0%
Portola	30	26.7%	3.3%	33.3%	20.0%	6.7%	3.3%	3.3%	3.3%
Ocean View	54	11.1%	7.4%	37.0%	11.1%	18.5%	5.6%	5.6%	3.7%
Libr. for the Blind	19	26.3%	10.5%	21.1%	.0%	15.8%	10.5%	5.3%	10.5%
Anza	93	6.5%	10.8%	39.8%	8.6%	18.3%	8.6%	3.2%	4.3%
Visitation Valley	43	9.3%	4.7%	32.6%	11.6%	23.3%	9.3%	2.3%	7.0%
Parkside	79	20.3%	6.3%	34.2%	12.7%	19.0%	5.1%	2.5%	.0%
West Portal	100	10.0%	11.0%	26.0%	13.0%	23.0%	6.0%	4.0%	7.0%
Bernal Heights	89	7.9%	10.1%	40.4%	16.9%	6.7%	9.0%	5.6%	3.4%
Potrero	61	8.2%	13.1%	50.8%	3.3%	16.4%	1.6%	.0%	6.6%
Marina	92	8.7%	9.8%	40.2%	10.9%	6.5%	6.5%	4.3%	13.0%
Ortega	77	11.7%	7.8%	36.4%	5.2%	15.6%	9.1%	5.2%	9.1%
Merced	90	7.8%	7.8%	34.4%	11.1%	17.8%	6.7%	2.2%	12.2%
North Beach	85	14.1%	8.2%	32.9%	7.1%	10.6%	8.2%	5.9%	12.9%
Western Addition	87	10.3%	11.5%	27.6%	16.1%	13.8%	11.5%	.0%	9.2%
Main	110	9.1%	23.6%	20.0%	10.9%	12.7%	9.1%	5.5%	9.1%
Hearing Impaired	21	19.0%	28.6%	14.3%	14.3%	9.5%	9.5%	.0%	4.8%
Sex of Respondent									
Female	1221	10.2%	9.9%	33.5%	11.9%	14.6%	7.8%	3.0%	9.2%
Male	906	13.7%	9.7%	35.3%	10.5%	12.4%	8.3%	4.4%	5.7%
Age									
Under 18	204	8.3%	6.4%	17.6%	8.3%	25.5%	18.6%	7.8%	7.4%
18-29	418	16.0%	13.2%	33.3%	10.8%	9.6%	10.8%	4.3%	2.2%
30s	491	13.4%	10.4%	37.9%	13.8%	9.8%	7.1%	3.9%	3.7%
40s	469	8.5%	7.7%	43.3%	10.9%	13.9%	7.2%	3.0%	5.5%
50-64	337	10.4%	11.0%	37.1%	10.1%	15.7%	4.7%	2.7%	8.3%
65+	236	11.4%	9.3%	22.0%	10.2%	15.3%	1.3%	.8%	29.7%
Children at home?									
Yes	626	10.9%	7.5%	35.1%	9.9%	15.7%	12.6%	3.7%	4.6%
No	1523	12.0%	11.0%	34.1%	11.7%	12.7%	6.0%	3.5%	8.9%
Ethnic Group									
Chinese	340	8.2%	7.1%	26.8%	8.2%	20.3%	15.3%	5.0%	9.1%
Other Asian	129	10.9%	10.9%	27.1%	7.0%	16.3%	16.3%	2.3%	9.3%
White	1191	12.4%	10.8%	39.0%	11.5%	11.1%	3.6%	2.9%	8.6%
Black	185	10.3%	9.7%	33.5%	13.5%	17.3%	8.6%	3.8%	3.2%
Latino	128	14.8%	11.7%	19.5%	16.4%	10.9%	18.0%	6.3%	2.3%
Other/Mixed	158	13.9%	7.0%	34.2%	10.1%	14.6%	9.5%	4.4%	6.3%
Education level									
Not high school	238	6.7%	8.4%	20.2%	8.0%	26.1%	16.8%	6.3%	7.6%
High school grad	164	13.4%	12.2%	22.0%	10.4%	14.6%	9.1%	3.7%	14.6%
Some college	485	13.2%	9.9%	34.4%	10.1%	11.5%	9.1%	3.1%	8.7%
College grad	688	12.1%	9.7%	37.6%	11.3%	12.5%	6.5%	2.6%	7.6%
Post graduate	576	11.5%	10.2%	40.1%	13.2%	11.3%	4.3%	4.0%	5.4%



Q5. If branch closed, satisfied to use another closeby?

	Number	Question 5	
		Yes	No
Total	2507	50.0%	50.0%
Branch			
Mission	96	49.0%	51.0%
Eureka Valley/Milk	98	31.6%	68.4%
Chinatown	102	53.9%	46.1%
Richmond	99	48.5%	51.5%
Park	84	54.8%	45.2%
Presidio	85	57.6%	42.4%
Noe Valley/Brunn	98	27.6%	72.4%
Sunset	98	48.0%	52.0%
Golden Gate Valley	94	46.8%	53.2%
Excelsior	92	43.5%	56.5%
Ingleside	99	55.6%	44.4%
Glen Park	91	42.9%	57.1%
Bayview/Waden	103	53.4%	46.6%
Portola	34	73.5%	26.5%
Ocean View	57	49.1%	50.9%
Libr. for the Blind	21	61.9%	38.1%
Anza	102	59.8%	40.2%
Visitation Valley	51	64.7%	35.3%
Parkside	98	66.3%	33.7%
West Portal	110	54.5%	45.5%
Bernal Heights	98	39.8%	60.2%
Potrero	66	30.3%	69.7%
Marina	98	44.9%	55.1%
Ortega	90	72.2%	27.8%
Merced	98	62.2%	37.8%
North Beach	95	51.6%	48.4%
Western Addition	104	41.3%	58.7%
Main	123	45.5%	54.5%
Hearing Impaired	23	39.1%	60.9%
Sex of Respondent			
Female	1386	49.0%	51.0%
Male	1013	52.2%	47.8%
Age			
Under 18	223	65.5%	34.5%
18-29	462	55.4%	44.6%
30s	578	45.7%	54.3%
40s	539	45.8%	54.2%
50-64	365	47.4%	52.6%
65+	271	50.9%	49.1%
Children at home?			
Yes	746	50.8%	49.2%
No	1677	50.0%	50.0%
Ethnic Group			
Chinese	388	63.1%	36.9%
Other Asian	150	52.7%	47.3%
White	1305	44.6%	55.4%
Black	216	61.1%	38.9%
Latino	163	54.6%	45.4%
Other/Mixed	180	47.2%	52.8%
Education level			
Not high school	264	64.0%	36.0%
High school grad	185	57.3%	42.7%
Some college	556	51.1%	48.9%
College grad	768	50.0%	50.0%
Post graduate	654	42.2%	57.8%





Q6. What time should branch close in the evening?

	Number	Question 6			
		7pm	8pm	9pm	Other
Total	2514	7.4%	25.2%	59.6%	7.8%
Branch					
Mission	97	9.3%	17.5%	64.9%	8.2%
Eureka Valley/Milk	98	.0%	21.4%	67.3%	11.2%
Chinatown	100	13.0%	27.0%	52.0%	8.0%
Richmond	101	5.0%	31.7%	50.5%	12.9%
Park	85	4.7%	20.0%	70.6%	4.7%
Presidio	85	9.4%	30.6%	56.5%	3.5%
Noe Valley/Brunn	98	2.0%	27.6%	64.3%	6.1%
Sunset	99	4.0%	10.1%	78.8%	7.1%
Golden Gate Valley	93	6.5%	39.8%	49.5%	4.3%
Excelsior	96	2.1%	30.2%	60.4%	7.3%
Ingleside	97	23.7%	29.9%	32.0%	14.4%
Glen Park	91	6.6%	33.0%	54.9%	5.5%
Bayview/Waden	101	17.8%	24.8%	51.5%	5.9%
Portola	33	9.1%	27.3%	48.5%	15.2%
Ocean View	57	7.0%	29.8%	43.9%	19.3%
Libr. for the Blind	21	19.0%	28.6%	38.1%	14.3%
Anza	104	6.7%	19.2%	67.3%	6.7%
Visitacion Valley	50	32.0%	40.0%	22.0%	6.0%
Parkside	96	6.3%	22.9%	66.7%	4.2%
West Portal	113	3.5%	22.1%	68.1%	6.2%
Bernal Heights	98	2.0%	28.6%	62.2%	7.1%
Potrero	69	2.9%	29.0%	66.7%	1.4%
Marina	100	1.0%	24.0%	66.0%	9.0%
Ortega	88	8.0%	28.4%	59.1%	4.5%
Merced	98	7.1%	15.3%	63.3%	14.3%
North Beach	95	12.6%	28.4%	55.8%	3.2%
Western Addition	103	4.9%	24.3%	61.2%	9.7%
Main	126	4.8%	15.1%	71.4%	8.7%
Hearing Impaired	22	.0%	22.7%	77.3%	.0%
Sex of Respondent					
Female	1387	7.9%	25.7%	59.2%	7.2%
Male	1021	6.5%	24.7%	60.3%	8.5%
Age					
Under 18	223	13.5%	26.5%	46.2%	13.9%
18-29	467	9.9%	24.8%	56.5%	8.8%
30s	576	4.5%	22.0%	65.1%	8.3%
40s	549	5.5%	23.7%	66.1%	4.7%
50-64	367	6.5%	28.3%	59.9%	5.2%
65+	263	9.9%	30.8%	51.0%	8.4%
Children at home?					
Yes	749	8.4%	25.4%	58.9%	7.3%
No	1683	7.1%	24.9%	60.3%	7.7%
Ethnic Group					
Chinese	386	11.1%	24.4%	56.5%	8.0%
Other Asian	150	10.7%	26.7%	56.0%	6.7%
White	1316	4.0%	24.3%	64.8%	6.9%
Black	216	15.7%	31.5%	45.8%	6.9%
Latino	162	11.7%	22.2%	56.2%	9.9%
Other/Mixed	181	8.3%	27.6%	53.0%	11.0%
Education level					
Not high school	261	15.7%	28.0%	44.4%	11.9%
High school grad	185	13.0%	30.3%	45.9%	10.8%
Some college	561	9.8%	25.8%	56.7%	7.7%
College grad	779	6.2%	25.9%	61.5%	6.4%
Post graduate	650	2.2%	21.2%	70.2%	6.5%



## Q7a. Importance of special programs for teenagers

	Number	Question 7a				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2347	17.6%	38.8%	30.0%	13.6%	56.3%	43.7%
Branch							
Mission	92	23.9%	57.6%	14.1%	4.3%	81.5%	18.5%
Eureka Valley/Milk	93	7.5%	30.1%	44.1%	18.3%	37.6%	62.4%
Chinatown	90	25.6%	33.3%	31.1%	10.0%	58.9%	41.1%
Richmond	89	19.1%	37.1%	31.5%	12.4%	56.2%	43.8%
Park	83	18.1%	34.9%	33.7%	13.3%	53.0%	47.0%
Presidio	74	6.8%	28.4%	35.1%	29.7%	35.1%	64.9%
Noe Valley/Brunn	95	7.4%	30.5%	40.0%	22.1%	37.9%	62.1%
Sunset	91	15.4%	33.0%	38.5%	13.2%	48.4%	51.6%
Golden Gate Valley	89	6.7%	24.7%	43.8%	24.7%	31.5%	68.5%
Excelsior	88	22.7%	39.8%	35.2%	2.3%	62.5%	37.5%
Ingleside	95	21.1%	47.4%	17.9%	13.7%	68.4%	31.6%
Glen Park	86	18.6%	40.7%	25.6%	15.1%	59.3%	40.7%
Bayview/Waden	98	41.8%	44.9%	10.2%	3.1%	86.7%	13.3%
Portola	33	18.2%	48.5%	30.3%	3.0%	66.7%	33.3%
Ocean View	54	22.2%	27.8%	29.6%	20.4%	50.0%	50.0%
Libr. for the Blind	20	30.0%	40.0%	15.0%	15.0%	70.0%	30.0%
Anza	97	17.5%	50.5%	20.6%	11.3%	68.0%	32.0%
Visitacion Valley	48	25.0%	56.3%	12.5%	6.3%	81.3%	18.8%
Parkside	87	14.9%	35.6%	36.8%	12.6%	50.6%	49.4%
West Portal	103	11.7%	40.8%	34.0%	13.6%	52.4%	47.6%
Bernal Heights	96	25.0%	50.0%	17.7%	7.3%	75.0%	25.0%
Potrero	66	16.7%	42.4%	27.3%	13.6%	59.1%	40.9%
Marina	95	9.5%	26.3%	44.2%	20.0%	35.8%	64.2%
Ortega	84	14.3%	42.9%	33.3%	9.5%	57.1%	42.9%
Merced	89	12.4%	40.4%	27.0%	20.2%	52.8%	47.2%
North Beach	91	14.3%	36.3%	35.2%	14.3%	50.5%	49.5%
Western Addition	86	17.4%	36.0%	32.6%	14.0%	53.5%	46.5%
Main	116	17.2%	37.9%	31.0%	13.8%	55.2%	44.8%
Hearing Impaired	19	31.6%	36.8%	10.5%	21.1%	68.4%	31.6%
Sex of Respondent							
Female	1328	19.7%	40.7%	27.3%	12.3%	60.4%	39.6%
Male	981	14.2%	36.3%	34.0%	15.5%	50.5%	49.5%
Age							
Under 18	221	22.2%	48.0%	26.2%	3.6%	70.1%	29.9%
18-29	458	22.5%	40.0%	28.8%	8.7%	62.4%	37.6%
30s	554	17.3%	36.8%	30.7%	15.2%	54.2%	45.8%
40s	522	17.6%	37.9%	29.3%	15.1%	55.6%	44.4%
50-64	347	14.7%	33.7%	33.7%	17.9%	48.4%	51.6%
65+	232	9.1%	40.5%	30.2%	20.3%	49.6%	50.4%
Children at home?							
Yes	721	20.5%	46.3%	26.4%	6.8%	66.9%	33.1%
No	1610	16.1%	35.5%	31.7%	16.6%	51.6%	48.4%
Ethnic Group							
Chinese	367	16.3%	44.1%	32.7%	6.8%	60.5%	39.5%
Other Asian	140	16.4%	48.6%	26.4%	8.6%	65.0%	35.0%
White	1262	13.5%	34.1%	34.2%	18.1%	47.6%	52.4%
Black	210	38.1%	47.1%	11.0%	3.8%	85.2%	14.8%
Latino	152	19.1%	48.0%	25.7%	7.2%	67.1%	32.9%
Other/Mixed	175	24.6%	39.4%	21.7%	14.3%	64.0%	36.0%
Education level							
Not high school	255	20.4%	48.2%	26.7%	4.7%	68.6%	31.4%
High school grad	169	22.5%	45.0%	23.1%	9.5%	67.5%	32.5%
Some college	536	21.5%	39.7%	29.5%	9.3%	61.2%	38.8%
College grad	744	14.9%	39.7%	30.6%	14.8%	54.6%	45.4%
Post graduate	625	15.0%	31.2%	33.3%	20.5%	46.2%	53.8%



## Q7b. Importance of access to computer databases

	Number	Question 7b				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2349	20.8%	42.1%	26.9%	10.3%	62.8%	37.2%
Branch							
Mission	91	25.3%	50.5%	19.8%	4.4%	75.8%	24.2%
Eureka Valley/Milk	91	22.0%	31.9%	35.2%	11.0%	53.8%	46.2%
Chinatown	93	28.0%	44.1%	19.4%	8.6%	72.0%	28.0%
Richmond	91	26.4%	40.7%	26.4%	6.6%	67.0%	33.0%
Park	79	20.3%	40.5%	26.6%	12.7%	60.8%	39.2%
Presidio	75	10.7%	41.3%	32.0%	16.0%	52.0%	48.0%
Noe Valley/Brunn	94	14.9%	39.4%	34.0%	11.7%	54.3%	45.7%
Sunset	93	22.6%	36.6%	35.5%	5.4%	59.1%	40.9%
Golden Gate Valley	89	13.5%	37.1%	28.1%	21.3%	50.6%	49.4%
Excelsior	87	27.6%	43.7%	24.1%	4.6%	71.3%	28.7%
Ingleside	98	31.6%	32.7%	23.5%	12.2%	64.3%	35.7%
Glen Park	87	13.8%	50.6%	23.0%	12.6%	64.4%	35.6%
Bayview/Waden	96	40.6%	44.8%	12.5%	2.1%	85.4%	14.6%
Portola	31	12.9%	58.1%	22.6%	6.5%	71.0%	29.0%
Ocean View	54	27.8%	37.0%	27.8%	7.4%	64.8%	35.2%
Libr. for the Blind	20	50.0%	30.0%	5.0%	15.0%	80.0%	20.0%
Anza	100	22.0%	44.0%	25.0%	9.0%	66.0%	34.0%
Visitation Valley	48	25.0%	52.1%	22.9%	.0%	77.1%	22.9%
Parkside	87	19.5%	37.9%	29.9%	12.6%	57.5%	42.5%
West Portal	104	19.2%	38.5%	31.7%	10.6%	57.7%	42.3%
Bernal Heights	96	22.9%	41.7%	30.2%	5.2%	64.6%	35.4%
Potrero	67	13.4%	40.3%	34.3%	11.9%	53.7%	46.3%
Marina	94	11.7%	41.5%	29.8%	17.0%	53.2%	46.8%
Ortega	85	8.2%	51.8%	28.2%	11.8%	60.0%	40.0%
Merced	90	15.6%	46.7%	23.3%	14.4%	62.2%	37.8%
North Beach	89	10.1%	40.4%	33.7%	15.7%	50.6%	49.4%
Western Addition	85	18.8%	42.4%	27.1%	11.8%	61.2%	38.8%
Main	115	23.5%	45.2%	23.5%	7.8%	68.7%	31.3%
Hearing Impaired	20	15.0%	45.0%	30.0%	10.0%	60.0%	40.0%
Sex of Respondent							
Female	1324	19.9%	43.1%	26.8%	10.2%	63.0%	37.0%
Male	988	21.9%	40.9%	26.9%	10.3%	62.8%	37.2%
Age							
Under 18	219	23.7%	52.1%	20.1%	4.1%	75.8%	24.2%
18-29	458	29.7%	41.9%	23.8%	4.6%	71.6%	28.4%
30s	560	22.3%	41.1%	27.5%	9.1%	63.4%	36.6%
40s	531	17.3%	45.6%	26.0%	11.1%	62.9%	37.1%
50-64	339	18.3%	34.8%	33.0%	13.9%	53.1%	46.9%
65+	232	9.1%	37.1%	31.0%	22.8%	46.1%	53.9%
Children at home?							
Yes	721	21.6%	47.9%	23.0%	7.5%	69.5%	30.5%
No	1612	20.5%	39.5%	28.5%	11.6%	59.9%	40.1%
Ethnic Group							
Chinese	371	24.5%	46.6%	22.1%	6.7%	71.2%	28.8%
Other Asian	143	21.7%	49.0%	24.5%	4.9%	70.6%	29.4%
White	1257	15.7%	38.8%	31.9%	13.6%	54.5%	45.5%
Black	211	38.4%	42.2%	15.2%	4.3%	80.6%	19.4%
Latino	150	20.7%	50.7%	22.7%	6.0%	71.3%	28.7%
Other/Mixed	175	27.4%	42.9%	22.3%	7.4%	70.3%	29.7%
Education level							
Not high school	247	25.1%	50.2%	20.2%	4.5%	75.3%	24.7%
High school grad	166	19.3%	46.4%	22.9%	11.4%	65.7%	34.3%
Some college	543	23.6%	42.9%	23.8%	9.8%	66.5%	33.5%
College grad	748	19.4%	42.0%	28.6%	10.0%	61.4%	38.6%
Post graduate	628	19.3%	37.3%	30.9%	12.6%	56.5%	43.5%







## Q7c. Importance of collections in non-English languages

	Number	Question 7c				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Imp	Somewhat/ Not Imp
Total	2305	15.2%	34.6%	33.2%	17.0%	49.8%	50.2%
Branch							
Mission	84	28.6%	54.8%	11.9%	4.8%	83.3%	16.7%
Eureka Valley/Milk	89	14.6%	22.5%	39.3%	23.6%	37.1%	62.9%
Chinatown	94	29.8%	40.4%	24.5%	5.3%	70.2%	29.8%
Richmond	91	19.8%	38.5%	30.8%	11.0%	58.2%	41.8%
Park	79	15.2%	22.8%	44.3%	17.7%	38.0%	62.0%
Presidio	71	5.6%	14.1%	47.9%	32.4%	19.7%	80.3%
Noe Valley/Brunn	94	5.3%	21.3%	51.1%	22.3%	26.6%	73.4%
Sunset	91	17.6%	38.5%	29.7%	14.3%	56.0%	44.0%
Golden Gate Valley	90	8.9%	21.1%	36.7%	33.3%	30.0%	70.0%
Excelsior	88	14.8%	37.5%	27.3%	20.5%	52.3%	47.7%
Ingleside	96	18.8%	33.3%	29.2%	18.8%	52.1%	47.9%
Glen Park	80	10.0%	33.8%	30.0%	26.3%	43.8%	56.3%
Bayview/Waden	93	18.3%	46.2%	30.1%	5.4%	64.5%	35.5%
Portola	31	12.9%	38.7%	29.0%	19.4%	51.6%	48.4%
Ocean View	54	13.0%	31.5%	38.9%	16.7%	44.4%	55.6%
Libr. for the Blind	20	15.0%	45.0%	20.0%	20.0%	60.0%	40.0%
Anza	99	13.1%	39.4%	27.3%	20.2%	52.5%	47.5%
Visitation Valley	45	24.4%	37.8%	28.9%	8.9%	62.2%	37.8%
Parkside	83	10.8%	27.7%	44.6%	16.9%	38.6%	61.4%
West Portal	104	9.6%	35.6%	41.3%	13.5%	45.2%	54.8%
Bernal Heights	91	22.0%	48.4%	24.2%	5.5%	70.3%	29.7%
Potrero	64	12.5%	26.6%	46.9%	14.1%	39.1%	60.9%
Marina	92	3.3%	30.4%	29.3%	37.0%	33.7%	66.3%
Ortega	79	13.9%	35.4%	35.4%	15.2%	49.4%	50.6%
Merced	91	8.8%	27.5%	38.5%	25.3%	36.3%	63.7%
North Beach	89	15.7%	39.3%	27.0%	18.0%	55.1%	44.9%
Western Addition	89	27.0%	33.7%	30.3%	9.0%	60.7%	39.3%
Main	114	14.9%	42.1%	33.3%	9.6%	57.0%	43.0%
Hearing Impaired	20	20.0%	65.0%	15.0%	.0%	85.0%	15.0%
Sex of Respondent							
Female	1300	16.8%	35.4%	31.5%	16.4%	52.2%	47.8%
Male	966	12.5%	33.5%	35.7%	18.2%	46.1%	53.9%
Age							
Under 18	220	21.4%	48.2%	25.9%	4.5%	69.5%	30.5%
18-29	448	21.4%	36.2%	34.4%	8.0%	57.6%	42.4%
30s	553	16.5%	36.7%	31.1%	15.7%	53.2%	46.8%
40s	516	12.4%	32.2%	36.2%	19.2%	44.6%	55.4%
50-64	338	10.4%	27.5%	34.0%	28.1%	37.9%	62.1%
65+	220	7.7%	27.7%	35.0%	29.5%	35.5%	64.5%
Children at home?							
Yes	702	16.8%	38.6%	33.8%	10.8%	55.4%	44.6%
No	1585	14.3%	32.9%	32.8%	19.9%	47.3%	52.7%
Ethnic Group							
Chinese	371	23.5%	41.5%	29.1%	5.9%	65.0%	35.0%
Other Asian	141	22.0%	41.8%	26.2%	9.9%	63.8%	36.2%
White	1232	10.5%	28.2%	37.3%	24.0%	38.6%	61.4%
Black	204	19.1%	41.2%	28.4%	11.3%	60.3%	39.7%
Latino	144	17.4%	52.1%	22.9%	7.6%	69.4%	30.6%
Other/Mixed	172	20.3%	41.9%	27.3%	10.5%	62.2%	37.8%
Education level							
Not high school	248	19.0%	48.8%	25.8%	6.5%	67.7%	32.3%
High school grad	157	21.7%	37.6%	27.4%	13.4%	59.2%	40.8%
Some college	534	15.7%	37.5%	29.6%	17.2%	53.2%	46.8%
College grad	733	14.1%	31.5%	34.9%	19.5%	45.6%	54.4%
Post graduate	613	12.2%	29.7%	38.7%	19.4%	41.9%	58.1%



## Q7d. Importance of providing videotapes/recordings for loan

	Number	Question 7d				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2334	15.3%	39.2%	34.9%	10.6%	54.5%	45.5%
Branch							
Mission	83	19.3%	51.8%	22.9%	6.0%	71.1%	28.9%
Eureka Valley/Milk	94	9.6%	37.2%	41.5%	11.7%	46.8%	53.2%
Chinatown	93	32.3%	37.6%	22.6%	7.5%	69.9%	30.1%
Richmond	91	19.8%	36.3%	34.1%	9.9%	56.0%	44.0%
Park	83	7.2%	36.1%	44.6%	12.0%	43.4%	56.6%
Presidio	74	5.4%	27.0%	51.4%	16.2%	32.4%	67.6%
Noe Valley/Brunn	90	13.3%	33.3%	42.2%	11.1%	46.7%	53.3%
Sunset	93	11.8%	43.0%	36.6%	8.6%	54.8%	45.2%
Golden Gate Valley	89	5.6%	37.1%	39.3%	18.0%	42.7%	57.3%
Excelsior	88	15.9%	50.0%	25.0%	9.1%	65.9%	34.1%
Ingleside	93	18.3%	41.9%	30.1%	9.7%	60.2%	39.8%
Glen Park	85	17.6%	41.2%	31.8%	9.4%	58.8%	41.2%
Bayview/Waden	92	25.0%	41.3%	27.2%	6.5%	66.3%	33.7%
Portola	30	6.7%	43.3%	43.3%	6.7%	50.0%	50.0%
Ocean View	53	22.6%	34.0%	35.8%	7.5%	56.6%	43.4%
Libr. for the Blind	20	30.0%	50.0%	20.0%	.0%	80.0%	20.0%
Anza	100	9.0%	44.0%	34.0%	13.0%	53.0%	47.0%
Visitacion Valley	48	18.8%	45.8%	27.1%	8.3%	64.6%	35.4%
Parkside	85	16.5%	38.8%	35.3%	9.4%	55.3%	44.7%
West Portal	104	14.4%	36.5%	39.4%	9.6%	51.0%	49.0%
Bernal Heights	91	16.5%	47.3%	28.6%	7.7%	63.7%	36.3%
Potrero	63	9.5%	31.7%	46.0%	12.7%	41.3%	58.7%
Marina	96	6.3%	37.5%	41.7%	14.6%	43.8%	56.3%
Ortega	83	13.3%	32.5%	43.4%	10.8%	45.8%	54.2%
Merced	92	15.2%	32.6%	37.0%	15.2%	47.8%	52.2%
North Beach	91	9.9%	38.5%	36.3%	15.4%	48.4%	51.6%
Western Addition	92	15.2%	40.2%	33.7%	10.9%	55.4%	44.6%
Main	115	20.0%	38.3%	32.2%	9.6%	58.3%	41.7%
Hearing Impaired	23	56.5%	39.1%	4.3%	.0%	95.7%	4.3%
Sex of Respondent							
Female	1324	16.8%	40.0%	33.8%	9.4%	56.8%	43.2%
Male	973	13.1%	38.1%	36.9%	11.9%	51.2%	48.8%
Age							
Under 18	216	16.2%	39.4%	32.4%	12.0%	55.6%	44.4%
18-29	450	16.7%	38.4%	35.3%	9.6%	55.1%	44.9%
30s	553	17.5%	41.2%	31.5%	9.8%	58.8%	41.2%
40s	529	14.9%	39.9%	36.9%	8.3%	54.8%	45.2%
50-64	347	13.5%	36.6%	37.5%	12.4%	50.1%	49.9%
65+	231	10.8%	37.2%	36.8%	15.2%	48.1%	51.9%
Children at home?							
Yes	709	18.9%	42.7%	30.7%	7.6%	61.6%	38.4%
No	1605	13.9%	37.6%	36.8%	11.7%	51.5%	48.5%
Ethnic Group							
Chinese	367	21.5%	38.4%	30.5%	9.5%	59.9%	40.1%
Other Asian	144	19.4%	43.8%	29.2%	7.6%	63.2%	36.8%
White	1261	11.6%	35.9%	39.7%	12.8%	47.5%	52.5%
Black	207	24.6%	45.4%	25.6%	4.3%	70.0%	30.0%
Latino	138	13.8%	57.2%	23.2%	5.8%	71.0%	29.0%
Other/Mixed	177	17.5%	41.2%	32.2%	9.0%	58.8%	41.2%
Education level							
Not high school	246	15.4%	40.2%	30.9%	13.4%	55.7%	44.3%
High school grad	160	20.6%	36.9%	38.1%	4.4%	57.5%	42.5%
Some college	543	19.2%	39.2%	32.4%	9.2%	58.4%	41.6%
College grad	744	13.4%	40.5%	35.8%	10.3%	53.9%	46.1%
Post graduate	621	12.7%	37.5%	37.2%	12.6%	50.2%	49.8%



## Q7e. Importance of providing services for seniors

	Number	Question 7e				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Imp	Somewhat/ Not Imp
Total	2366	21.6%	44.5%	26.0%	7.8%	66.1%	33.9%
Branch							
Mission	85	28.2%	51.8%	15.3%	4.7%	80.0%	20.0%
Eureka Valley/Milk	93	20.4%	39.8%	34.4%	5.4%	60.2%	39.8%
Chinatown	93	18.3%	37.6%	37.6%	6.5%	55.9%	44.1%
Richmond	89	23.6%	42.7%	25.8%	7.9%	66.3%	33.7%
Park	82	23.2%	43.9%	23.2%	9.8%	67.1%	32.9%
Presidio	78	10.3%	41.0%	28.2%	20.5%	51.3%	48.7%
Noe Valley/Brunn	95	13.7%	43.2%	33.7%	9.5%	56.8%	43.2%
Sunset	94	20.2%	50.0%	22.3%	7.4%	70.2%	29.8%
Golden Gate Valley	91	24.2%	45.1%	20.9%	9.9%	69.2%	30.8%
Excelsior	87	26.4%	46.0%	25.3%	2.3%	72.4%	27.6%
Ingleside	92	16.3%	51.1%	25.0%	7.6%	67.4%	32.6%
Glen Park	87	21.8%	40.2%	26.4%	11.5%	62.1%	37.9%
Bayview/Waden	96	29.2%	39.6%	28.1%	3.1%	68.8%	31.3%
Portola	29	27.6%	27.6%	41.4%	3.4%	55.2%	44.8%
Ocean View	55	23.6%	47.3%	14.5%	14.5%	70.9%	29.1%
Libr. for the Blind	20	40.0%	40.0%	15.0%	5.0%	80.0%	20.0%
Anza	100	23.0%	47.0%	21.0%	9.0%	70.0%	30.0%
Visitation Valley	48	16.7%	54.2%	22.9%	6.3%	70.8%	29.2%
Parkside	87	23.0%	47.1%	23.0%	6.9%	70.1%	29.9%
West Portal	107	19.6%	43.0%	29.0%	8.4%	62.6%	37.4%
Bernal Heights	96	28.1%	49.0%	18.8%	4.2%	77.1%	22.9%
Potrero	65	21.5%	53.8%	18.5%	6.2%	75.4%	24.6%
Marina	98	11.2%	46.9%	30.6%	11.2%	58.2%	41.8%
Ortega	85	18.8%	45.9%	30.6%	4.7%	64.7%	35.3%
Merced	92	20.7%	42.4%	28.3%	8.7%	63.0%	37.0%
North Beach	95	20.0%	36.8%	31.6%	11.6%	56.8%	43.2%
Western Addition	90	23.3%	41.1%	26.7%	8.9%	64.4%	35.6%
Main	115	28.7%	42.6%	24.3%	4.3%	71.3%	28.7%
Hearing Impaired	22	18.2%	59.1%	22.7%	.0%	77.3%	22.7%
Sex of Respondent							
Female	1343	24.3%	45.8%	22.3%	7.6%	70.1%	29.9%
Male	984	17.8%	42.2%	31.7%	8.3%	60.0%	40.0%
Age							
Under 18	219	18.3%	47.0%	26.5%	8.2%	65.3%	34.7%
18-29	454	24.9%	39.6%	27.8%	7.7%	64.5%	35.5%
30s	552	22.6%	46.0%	24.5%	6.9%	68.7%	31.3%
40s	531	20.7%	45.6%	25.8%	7.9%	66.3%	33.7%
50-64	349	23.8%	43.0%	23.8%	9.5%	66.8%	33.2%
65+	251	16.3%	47.0%	29.5%	7.2%	63.3%	36.7%
Children at home?							
Yes	718	21.9%	47.1%	25.5%	5.6%	68.9%	31.1%
No	1632	21.7%	43.2%	26.3%	8.8%	64.9%	35.1%
Ethnic Group							
Chinese	368	17.4%	41.3%	34.0%	7.3%	58.7%	41.3%
Other Asian	146	21.9%	49.3%	22.6%	6.2%	71.2%	28.8%
White	1279	21.1%	44.5%	25.4%	9.0%	65.6%	34.4%
Black	212	33.0%	47.2%	17.0%	2.8%	80.2%	19.8%
Latino	146	19.2%	48.6%	26.0%	6.2%	67.8%	32.2%
Other/Mixed	176	23.3%	41.5%	25.6%	9.7%	64.8%	35.2%
Education level							
Not high school	249	20.1%	46.6%	25.3%	8.0%	66.7%	33.3%
High school grad	169	23.7%	46.7%	26.6%	3.0%	70.4%	29.6%
Some college	549	24.6%	43.4%	26.2%	5.8%	67.9%	32.1%
College grad	750	20.1%	46.0%	25.9%	8.0%	66.1%	33.9%
Post graduate	632	21.0%	41.9%	26.4%	10.6%	63.0%	37.0%







q7f. Importance of providing services for adults

	Number	Question 7f				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/Very Impt	Somewhat/Not Impt
Total	2360	12.6%	36.2%	38.5%	12.7%	48.9%	51.1%
Branch							
Mission	87	16.1%	49.4%	25.3%	9.2%	65.5%	34.5%
Eureka Valley/Milk	93	14.0%	31.2%	41.9%	12.9%	45.2%	54.8%
Chinatown	89	12.4%	29.2%	39.3%	19.1%	41.6%	58.4%
Richmond	92	15.2%	43.5%	28.3%	13.0%	58.7%	41.3%
Park	83	8.4%	37.3%	41.0%	13.3%	45.8%	54.2%
Presidio	76	5.3%	23.7%	51.3%	19.7%	28.9%	71.1%
Noe Valley/Brunn	93	14.0%	36.6%	31.2%	18.3%	50.5%	49.5%
Sunset	92	8.7%	39.1%	39.1%	13.0%	47.8%	52.2%
Golden Gate Valley	90	8.9%	30.0%	42.2%	18.9%	38.9%	61.1%
Excelsior	89	12.4%	41.6%	34.8%	11.2%	53.9%	46.1%
Ingleside	97	12.4%	39.2%	38.1%	10.3%	51.5%	48.5%
Glen Park	86	12.8%	37.2%	33.7%	16.3%	50.0%	50.0%
Bayview/Waden	96	30.2%	43.8%	20.8%	5.2%	74.0%	26.0%
Portola	31	16.1%	38.7%	41.9%	3.2%	54.8%	45.2%
Ocean View	53	15.1%	39.6%	34.0%	11.3%	54.7%	45.3%
Libr. for the Blind	20	35.0%	30.0%	25.0%	10.0%	65.0%	35.0%
Anza	99	11.1%	29.3%	50.5%	9.1%	40.4%	59.6%
Visitacion Valley	46	17.4%	43.5%	32.6%	6.5%	60.9%	39.1%
Parkside	83	8.4%	39.8%	39.8%	12.0%	48.2%	51.8%
West Portal	108	12.0%	30.6%	47.2%	10.2%	42.6%	57.4%
Bernal Heights	95	12.6%	42.1%	40.0%	5.3%	54.7%	45.3%
Potrero	68	7.4%	47.1%	36.8%	8.8%	54.4%	45.6%
Marina	97	7.2%	27.8%	45.4%	19.6%	35.1%	64.9%
Ortega	85	5.9%	25.9%	51.8%	16.5%	31.8%	68.2%
Merced	93	9.7%	35.5%	39.8%	15.1%	45.2%	54.8%
North Beach	93	10.8%	34.4%	35.5%	19.4%	45.2%	54.8%
Western Addition	91	13.2%	34.1%	41.8%	11.0%	47.3%	52.7%
Main	114	16.7%	36.8%	36.8%	9.6%	53.5%	46.5%
Hearing Impaired	21	23.8%	42.9%	33.3%	.0%	66.7%	33.3%
Sex of Respondent							
Female	1339	12.4%	38.8%	37.7%	11.1%	51.2%	48.8%
Male	985	12.5%	32.9%	39.7%	14.9%	45.4%	54.6%
Age							
Under 18	218	10.1%	39.0%	39.4%	11.5%	49.1%	50.9%
18-29	456	16.4%	37.9%	36.6%	9.0%	54.4%	45.6%
30s	554	12.6%	37.4%	39.4%	10.6%	50.0%	50.0%
40s	527	13.5%	38.3%	34.7%	13.5%	51.8%	48.2%
50-64	351	12.8%	32.5%	40.5%	14.2%	45.3%	54.7%
65+	244	6.1%	28.3%	44.3%	21.3%	34.4%	65.6%
Children at home?							
Yes	713	13.2%	40.5%	35.6%	10.7%	53.7%	46.3%
No	1633	12.3%	34.2%	39.9%	13.6%	46.5%	53.5%
Ethnic Group							
Chinese	368	11.1%	33.4%	44.6%	10.9%	44.6%	55.4%
Other Asian	143	11.2%	41.3%	38.5%	9.1%	52.4%	47.6%
White	1275	10.0%	34.2%	40.9%	14.8%	44.2%	55.8%
Black	210	27.6%	41.9%	22.9%	7.6%	69.5%	30.5%
Latino	147	11.6%	51.0%	31.3%	6.1%	62.6%	37.4%
Other/Mixed	176	17.0%	38.1%	32.4%	12.5%	55.1%	44.9%
Education level							
Not high school	249	10.0%	38.6%	37.3%	14.1%	48.6%	51.4%
High school grad	168	13.1%	39.9%	38.7%	8.3%	53.0%	47.0%
Some college	544	14.3%	36.6%	35.5%	13.6%	50.9%	49.1%
College grad	749	13.0%	36.3%	39.7%	11.1%	49.3%	50.7%
Post graduate	633	11.7%	33.8%	40.3%	14.2%	45.5%	54.5%



Q8a. Importance of increasing evening hours

	Number	Question 8a				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2380	18.2%	36.6%	33.9%	11.3%	54.8%	45.2%
Branch							
Mission	91	17.6%	48.4%	27.5%	6.6%	65.9%	34.1%
Eureka Valley/Milk	94	20.2%	36.2%	36.2%	7.4%	56.4%	43.6%
Chinatown	95	22.1%	27.4%	41.1%	9.5%	49.5%	50.5%
Richmond	94	17.0%	33.0%	39.4%	10.6%	50.0%	50.0%
Park	84	14.3%	38.1%	39.3%	8.3%	52.4%	47.6%
Presidio	74	9.5%	31.1%	37.8%	21.6%	40.5%	59.5%
Noe Valley/Brunn	94	25.5%	31.9%	35.1%	7.4%	57.4%	42.6%
Sunset	92	21.7%	41.3%	29.3%	7.6%	63.0%	37.0%
Golden Gate Valley	92	17.4%	31.5%	35.9%	15.2%	48.9%	51.1%
Excelsior	91	12.1%	39.6%	36.3%	12.1%	51.6%	48.4%
Ingleside	97	14.4%	25.8%	35.1%	24.7%	40.2%	59.8%
Glen Park	86	30.2%	37.2%	24.4%	8.1%	67.4%	32.6%
Bayview/Waden	95	27.4%	43.2%	23.2%	6.3%	70.5%	29.5%
Portola	34	11.8%	38.2%	44.1%	5.9%	50.0%	50.0%
Ocean View	56	16.1%	39.3%	30.4%	14.3%	55.4%	44.6%
Libr. for the Blind	20	5.0%	15.0%	35.0%	45.0%	20.0%	80.0%
Anza	101	12.9%	39.6%	38.6%	8.9%	52.5%	47.5%
Visitation Valley	47	17.0%	46.8%	25.5%	10.6%	63.8%	36.2%
Parkside	84	14.3%	33.3%	40.5%	11.9%	47.6%	52.4%
West Portal	110	17.3%	32.7%	37.3%	12.7%	50.0%	50.0%
Bernal Heights	92	25.0%	44.6%	27.2%	3.3%	69.6%	30.4%
Potrero	66	18.2%	39.4%	33.3%	9.1%	57.6%	42.4%
Marina	96	19.8%	31.3%	33.3%	15.6%	51.0%	49.0%
Ortega	83	12.0%	36.1%	44.6%	7.2%	48.2%	51.8%
Merced	91	16.5%	39.6%	28.6%	15.4%	56.0%	44.0%
North Beach	89	15.7%	30.3%	40.4%	13.5%	46.1%	53.9%
Western Addition	93	11.8%	46.2%	29.0%	12.9%	58.1%	41.9%
Main	117	26.5%	35.0%	29.1%	9.4%	61.5%	38.5%
Hearing Impaired	22	18.2%	59.1%	18.2%	4.5%	77.3%	22.7%
Sex of Respondent							
Female	1345	17.8%	36.4%	34.4%	11.4%	54.2%	45.8%
Male	992	18.9%	36.4%	33.5%	11.3%	55.2%	44.8%
Age							
Under 18	221	15.8%	33.0%	43.4%	7.7%	48.9%	51.1%
18-29	460	19.6%	37.6%	34.8%	8.0%	57.2%	42.8%
30s	566	24.7%	39.4%	27.7%	8.1%	64.1%	35.9%
40s	532	18.0%	38.7%	35.9%	7.3%	56.8%	43.2%
50-64	352	16.2%	39.2%	32.4%	12.2%	55.4%	44.6%
65+	237	6.3%	21.9%	36.3%	35.4%	28.3%	71.7%
Children at home?							
Yes	729	19.2%	40.5%	33.7%	6.6%	59.7%	40.3%
No	1631	17.7%	35.0%	34.0%	13.4%	52.7%	47.3%
Ethnic Group							
Chinese	381	16.0%	32.5%	38.8%	12.6%	48.6%	51.4%
Other Asian	145	9.0%	37.2%	42.1%	11.7%	46.2%	53.8%
White	1272	17.9%	35.1%	34.7%	12.2%	53.1%	46.9%
Black	212	26.4%	45.8%	18.9%	9.0%	72.2%	27.8%
Latino	152	15.1%	46.1%	28.9%	9.9%	61.2%	38.8%
Other/Mixed	176	24.4%	38.1%	31.3%	6.3%	62.5%	37.5%
Education level							
Not high school	256	14.8%	36.7%	38.7%	9.8%	51.6%	48.4%
High school grad	178	10.1%	36.0%	35.4%	18.5%	46.1%	53.9%
Some college	539	16.0%	33.6%	37.7%	12.8%	49.5%	50.5%
College grad	751	19.2%	37.8%	32.5%	10.5%	57.0%	43.0%
Post graduate	637	22.6%	37.8%	30.1%	9.4%	60.4%	39.6%



q8b. Importance of increasing week-end hours

	Number	Question 8b				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2371	22.3%	40.6%	28.8%	8.4%	62.9%	37.1%
Branch							
Mission	89	18.0%	56.2%	22.5%	3.4%	74.2%	25.8%
Eureka Valley/Milk	95	24.2%	41.1%	27.4%	7.4%	65.3%	34.7%
Chinatown	96	36.5%	38.5%	16.7%	8.3%	75.0%	25.0%
Richmond	93	20.4%	41.9%	32.3%	5.4%	62.4%	37.6%
Park	84	23.8%	42.9%	27.4%	6.0%	66.7%	33.3%
Presidio	79	12.7%	41.8%	34.2%	11.4%	54.4%	45.6%
Noe Valley/Brunn	96	27.1%	34.4%	31.3%	7.3%	61.5%	38.5%
Sunset	93	25.8%	43.0%	25.8%	5.4%	68.8%	31.2%
Golden Gate Valley	91	18.7%	34.1%	35.2%	12.1%	52.7%	47.3%
Excelsior	91	17.6%	46.2%	33.0%	3.3%	63.7%	36.3%
Ingleside	93	23.7%	40.9%	21.5%	14.0%	64.5%	35.5%
Glen Park	89	28.1%	43.8%	23.6%	4.5%	71.9%	28.1%
Bayview/Waden	95	30.5%	45.3%	21.1%	3.2%	75.8%	24.2%
Portola	32	15.6%	50.0%	21.9%	12.5%	65.6%	34.4%
Ocean View	55	23.6%	47.3%	20.0%	9.1%	70.9%	29.1%
Libr. for the Blind	20	15.0%	25.0%	35.0%	25.0%	40.0%	60.0%
Anza	99	20.2%	35.4%	38.4%	6.1%	55.6%	44.4%
Visitation Valley	48	20.8%	37.5%	35.4%	6.3%	58.3%	41.7%
Parkside	86	16.3%	41.9%	37.2%	4.7%	58.1%	41.9%
West Portal	109	20.2%	42.2%	33.0%	4.6%	62.4%	37.6%
Bernal Heights	90	27.8%	37.8%	31.1%	3.3%	65.6%	34.4%
Potrero	66	21.2%	34.8%	31.8%	12.1%	56.1%	43.9%
Marina	92	17.4%	33.7%	34.8%	14.1%	51.1%	48.9%
Ortega	82	18.3%	48.8%	20.7%	12.2%	67.1%	32.9%
Merced	92	19.6%	39.1%	28.3%	13.0%	58.7%	41.3%
North Beach	90	20.0%	34.4%	32.2%	13.3%	54.4%	45.6%
Western Addition	93	20.4%	47.3%	20.4%	11.8%	67.7%	32.3%
Main	113	28.3%	29.2%	31.9%	10.6%	57.5%	42.5%
Hearing Impaired	20	10.0%	45.0%	35.0%	10.0%	55.0%	45.0%
Sex of Respondent							
Female	1345	24.6%	41.3%	27.1%	7.0%	65.9%	34.1%
Male	982	19.1%	39.1%	31.3%	10.5%	58.2%	41.8%
Age							
Under 18	219	28.3%	40.2%	26.5%	5.0%	68.5%	31.5%
18-29	457	20.6%	46.2%	26.3%	7.0%	66.7%	33.3%
30s	563	26.5%	38.0%	28.4%	7.1%	64.5%	35.5%
40s	533	23.8%	44.7%	23.8%	7.7%	68.5%	31.5%
50-64	353	20.4%	41.9%	30.6%	7.1%	62.3%	37.7%
65+	235	10.2%	24.7%	44.7%	20.4%	34.9%	65.1%
Children at home?							
Yes	722	26.0%	44.9%	24.8%	4.3%	70.9%	29.1%
No	1631	20.5%	38.6%	30.7%	10.2%	59.1%	40.9%
Ethnic Group							
Chinese	382	24.6%	42.7%	25.9%	6.8%	67.3%	32.7%
Other Asian	145	16.6%	51.0%	26.2%	6.2%	67.6%	32.4%
White	1268	21.1%	37.6%	31.2%	10.1%	58.7%	41.3%
Black	209	26.8%	46.4%	22.0%	4.8%	73.2%	26.8%
Latino	147	19.7%	47.6%	25.9%	6.8%	67.3%	32.7%
Other/Mixed	176	30.1%	35.8%	27.8%	6.3%	65.9%	34.1%
Education level							
Not high school	254	24.4%	40.6%	27.6%	7.5%	65.0%	35.0%
High school grad	172	18.6%	42.4%	27.9%	11.0%	61.0%	39.0%
Some college	543	19.7%	41.1%	30.2%	9.0%	60.8%	39.2%
College grad	750	21.1%	41.2%	29.1%	8.7%	62.3%	37.7%
Post graduate	633	26.2%	38.5%	28.0%	7.3%	64.8%	35.2%







## Q8c. Importance of increasing services and programs

	Number	Question 8c				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Impt	Somewhat/ Not Impt
Total	2310	16.9%	39.7%	33.6%	9.7%	56.6%	43.4%
Branch							
Mission	88	19.3%	58.0%	17.0%	5.7%	77.3%	22.7%
Eureka Valley/Milk	92	13.0%	31.5%	47.8%	7.6%	44.6%	55.4%
Chinatown	90	22.2%	42.2%	28.9%	6.7%	64.4%	35.6%
Richmond	91	20.9%	39.6%	28.6%	11.0%	60.4%	39.6%
Park	81	11.1%	39.5%	42.0%	7.4%	50.6%	49.4%
Presidio	75	5.3%	30.7%	42.7%	21.3%	36.0%	64.0%
Noe Valley/Brunn	91	12.1%	34.1%	41.8%	12.1%	46.2%	53.8%
Sunset	91	13.2%	45.1%	35.2%	6.6%	58.2%	41.8%
Golden Gate Valley	87	8.0%	27.6%	49.4%	14.9%	35.6%	64.4%
Excelsior	85	17.6%	49.4%	29.4%	3.5%	67.1%	32.9%
Ingleside	94	20.2%	41.5%	28.7%	9.6%	61.7%	38.3%
Glen Park	83	21.7%	36.1%	28.9%	13.3%	57.8%	42.2%
Bayview/Waden	95	42.1%	35.8%	21.1%	1.1%	77.9%	22.1%
Portola	30	23.3%	50.0%	20.0%	6.7%	73.3%	26.7%
Ocean View	55	14.5%	40.0%	27.3%	18.2%	54.5%	45.5%
Libr. for the Blind	20	30.0%	55.0%	15.0%	.0%	85.0%	15.0%
Anza	97	16.5%	42.3%	29.9%	11.3%	58.8%	41.2%
Visitacion Valley	48	18.8%	54.2%	20.8%	6.3%	72.9%	27.1%
Parkside	83	14.5%	38.6%	37.3%	9.6%	53.0%	47.0%
West Portal	103	16.5%	33.0%	40.8%	9.7%	49.5%	50.5%
Bernal Heights	92	22.8%	47.8%	22.8%	6.5%	70.7%	29.3%
Potrero	64	12.5%	53.1%	28.1%	6.3%	65.6%	34.4%
Marina	93	6.5%	31.2%	46.2%	16.1%	37.6%	62.4%
Ortega	81	13.6%	39.5%	40.7%	6.2%	53.1%	46.9%
Merced	88	11.4%	38.6%	34.1%	15.9%	50.0%	50.0%
North Beach	91	19.8%	29.7%	37.4%	13.2%	49.5%	50.5%
Western Addition	89	14.6%	40.4%	33.7%	11.2%	55.1%	44.9%
Main	113	18.6%	37.2%	36.3%	8.0%	55.8%	44.2%
Hearing Impaired	20	25.0%	40.0%	25.0%	10.0%	65.0%	35.0%
Sex of Respondent							
Female	1308	19.3%	43.1%	29.6%	8.0%	62.4%	37.6%
Male	965	13.6%	34.9%	39.4%	12.1%	48.5%	51.5%
Age							
Under 18	218	20.6%	49.1%	25.2%	5.0%	69.7%	30.3%
18-29	453	18.1%	43.7%	31.1%	7.1%	61.8%	38.2%
30s	547	18.5%	40.4%	30.9%	10.2%	58.9%	41.1%
40s	515	16.7%	37.1%	35.7%	10.5%	53.8%	46.2%
50-64	336	16.7%	33.3%	39.3%	10.7%	50.0%	50.0%
65+	232	9.1%	35.3%	40.9%	14.7%	44.4%	55.6%
Children at home?							
Yes	703	21.6%	43.5%	30.6%	4.3%	65.1%	34.9%
No	1592	14.8%	37.9%	35.1%	12.2%	52.7%	47.3%
Ethnic Group							
Chinese	373	17.7%	44.8%	31.4%	6.2%	62.5%	37.5%
Other Asian	141	17.7%	43.3%	32.6%	6.4%	61.0%	39.0%
White	1228	12.9%	35.5%	39.6%	12.0%	48.5%	51.5%
Black	210	34.3%	45.7%	17.6%	2.4%	80.0%	20.0%
Latino	143	16.1%	51.0%	23.8%	9.1%	67.1%	32.9%
Other/Mixed	175	22.9%	40.6%	24.0%	12.6%	63.4%	36.6%
Education level							
Not high school	251	20.3%	47.4%	27.5%	4.8%	67.7%	32.3%
High school grad	169	16.6%	42.6%	32.0%	8.9%	59.2%	40.8%
Some college	534	20.0%	39.3%	34.1%	6.6%	59.4%	40.6%
College grad	727	15.5%	39.1%	35.8%	9.6%	54.6%	45.4%
Post graduate	612	14.5%	36.6%	34.0%	14.9%	51.1%	48.9%



## Q8d. Importance of increasing books and materials

	Number	Question 8d				Summary	
		Absolutely Critical	Very Important	Somewhat Important	Not Important	Critical/ Very Imp	Somewhat/ Not Imp
Total	2393	39.4%	43.8%	14.2%	2.5%	83.2%	16.8%
Branch							
Mission	90	36.7%	47.8%	13.3%	2.2%	84.4%	15.6%
Eureka Valley/Milk	96	39.6%	38.5%	18.8%	3.1%	78.1%	21.9%
Chinatown	98	55.1%	37.8%	7.1%	.0%	92.9%	7.1%
Richmond	94	46.8%	43.6%	6.4%	3.2%	90.4%	9.6%
Park	83	37.3%	48.2%	14.5%	.0%	85.5%	14.5%
Presidio	79	36.7%	44.3%	13.9%	5.1%	81.0%	19.0%
Noe Valley/Brunn	96	35.4%	51.0%	11.5%	2.1%	86.5%	13.5%
Sunset	95	38.9%	45.3%	12.6%	3.2%	84.2%	15.8%
Golden Gate Valley	93	40.9%	38.7%	14.0%	6.5%	79.6%	20.4%
Excelsior	92	30.4%	57.6%	12.0%	.0%	88.0%	12.0%
Ingleside	94	34.0%	46.8%	14.9%	4.3%	80.9%	19.1%
Glen Park	86	36.0%	41.9%	18.6%	3.5%	77.9%	22.1%
Bayview/Waden	94	59.6%	31.9%	7.4%	1.1%	91.5%	8.5%
Portola	32	31.3%	50.0%	15.6%	3.1%	81.3%	18.8%
Ocean View	53	41.5%	41.5%	17.0%	.0%	83.0%	17.0%
Libr. for the Blind	20	50.0%	30.0%	20.0%	.0%	80.0%	20.0%
Anza	99	42.4%	38.4%	18.2%	1.0%	80.8%	19.2%
Visitation Valley	47	38.3%	44.7%	17.0%	.0%	83.0%	17.0%
Parkside	89	36.0%	46.1%	14.6%	3.4%	82.0%	18.0%
West Portal	109	33.9%	44.0%	20.2%	1.8%	78.0%	22.0%
Bernal Heights	94	45.7%	44.7%	8.5%	1.1%	90.4%	9.6%
Potrero	68	35.3%	51.5%	10.3%	2.9%	86.8%	13.2%
Marina	95	31.6%	45.3%	16.8%	6.3%	76.8%	23.2%
Ortega	83	30.1%	49.4%	18.1%	2.4%	79.5%	20.5%
Merced	90	46.7%	36.7%	15.6%	1.1%	83.3%	16.7%
North Beach	93	32.3%	43.0%	18.3%	6.5%	75.3%	24.7%
Western Addition	93	32.3%	50.5%	15.1%	2.2%	82.8%	17.2%
Main	116	46.6%	34.5%	16.4%	2.6%	81.0%	19.0%
Hearing Impaired	22	40.9%	54.5%	4.5%	.0%	95.5%	4.5%
Sex of Respondent							
Female	1349	41.9%	42.4%	13.6%	2.1%	84.3%	15.7%
Male	1000	35.9%	45.7%	15.2%	3.2%	81.6%	18.4%
Age							
Under 18	217	45.2%	43.3%	10.6%	.9%	88.5%	11.5%
18-29	461	43.4%	44.0%	10.6%	2.0%	87.4%	12.6%
30s	565	40.9%	42.5%	14.7%	1.9%	83.4%	16.6%
40s	536	37.5%	45.5%	14.6%	2.4%	83.0%	17.0%
50-64	346	43.6%	39.3%	15.0%	2.0%	82.9%	17.1%
65+	257	24.1%	47.9%	21.0%	7.0%	72.0%	28.0%
Children at home?							
Yes	728	39.0%	47.7%	12.5%	.8%	86.7%	13.3%
No	1644	39.6%	42.0%	15.0%	3.3%	81.6%	18.4%
Ethnic Group							
Chinese	383	43.1%	44.9%	10.4%	1.6%	88.0%	12.0%
Other Asian	148	42.6%	49.3%	5.4%	2.7%	91.9%	8.1%
White	1282	37.7%	41.8%	17.6%	3.0%	79.5%	20.5%
Black	206	48.1%	43.7%	7.3%	1.0%	91.7%	8.3%
Latino	153	29.4%	52.9%	13.7%	3.9%	82.4%	17.6%
Other/Mixed	177	38.4%	46.3%	13.6%	1.7%	84.7%	15.3%
Education level							
Not high school	252	42.1%	44.4%	11.9%	1.6%	86.5%	13.5%
High school grad	174	28.2%	54.6%	14.9%	2.3%	82.8%	17.2%
Some college	552	38.6%	44.6%	13.8%	3.1%	83.2%	16.8%
College grad	759	39.4%	43.1%	15.0%	2.5%	82.5%	17.5%
Post graduate	637	42.5%	40.5%	14.4%	2.5%	83.0%	17.0%



## Q9. Age of respondent

	Number	Question 9					
		Under 18	18-29	30-39	40-49	50-64	65+
Total	2496	9.0%	18.8%	23.4%	22.2%	15.1%	11.6%
Branch							
Mission	94	6.4%	29.8%	36.2%	17.0%	10.6%	.0%
Eureka Valley/Milk	99	1.0%	15.2%	33.3%	30.3%	14.1%	6.1%
Chinatown	106	26.4%	25.5%	17.0%	16.0%	10.4%	4.7%
Richmond	97	16.5%	16.5%	26.8%	19.6%	13.4%	7.2%
Park	86	4.7%	36.0%	24.4%	23.3%	9.3%	2.3%
Presidio	84	1.2%	31.0%	20.2%	16.7%	20.2%	10.7%
Noe Valley/Brunn	97	2.1%	21.6%	27.8%	30.9%	11.3%	6.2%
Sunset	98	7.1%	17.3%	27.6%	29.6%	12.2%	6.1%
Golden Gate Valley	96	2.1%	9.4%	15.6%	20.8%	25.0%	27.1%
Excelsior	97	12.4%	14.4%	18.6%	22.7%	14.4%	17.5%
Ingleside	99	14.1%	12.1%	25.3%	20.2%	14.1%	14.1%
Glen Park	89	3.4%	18.0%	21.3%	34.8%	13.5%	9.0%
Bayview/Waden	99	18.2%	25.3%	22.2%	22.2%	8.1%	4.0%
Portola	32	18.8%	25.0%	31.3%	6.3%	9.4%	9.4%
Ocean View	58	24.1%	19.0%	36.2%	10.3%	6.9%	3.4%
Libr. for the Blind	20	10.0%	5.0%	10.0%	15.0%	25.0%	35.0%
Anza	103	10.7%	11.7%	29.1%	21.4%	16.5%	10.7%
Visitacion Valley	49	22.4%	30.6%	10.2%	22.4%	8.2%	6.1%
Parkside	97	7.2%	11.3%	24.7%	21.6%	14.4%	20.6%
West Portal	111	5.4%	14.4%	15.3%	31.5%	18.0%	15.3%
Bernal Heights	97	7.2%	19.6%	25.8%	27.8%	13.4%	6.2%
Potrero	67	4.5%	7.5%	31.3%	26.9%	20.9%	9.0%
Marina	99	2.0%	17.2%	22.2%	22.2%	17.2%	19.2%
Ortega	90	14.4%	10.0%	14.4%	23.3%	17.8%	20.0%
Merced	96	8.3%	12.5%	19.8%	12.5%	25.0%	21.9%
North Beach	96	12.5%	17.7%	13.5%	15.6%	18.8%	21.9%
Western Addition	99	4.0%	17.2%	21.2%	25.3%	19.2%	13.1%
Main	118	3.4%	28.0%	27.1%	16.1%	16.9%	8.5%
Hearing Impaired	23	.0%	39.1%	34.8%	17.4%	.0%	8.7%
Sex of Respondent							
Female	1413	10.4%	18.8%	22.6%	23.1%	14.0%	11.0%
Male	1036	7.1%	19.3%	24.1%	21.4%	15.8%	12.2%
Age							
Under 18	224	100.0%	.0%	.0%	.0%	.0%	.0%
18-29	469	.0%	100.0%	.0%	.0%	.0%	.0%
30s	585	.0%	.0%	100.0%	.0%	.0%	.0%
40s	553	.0%	.0%	.0%	100.0%	.0%	.0%
50-64	376	.0%	.0%	.0%	.0%	100.0%	.0%
65+	289	.0%	.0%	.0%	.0%	.0%	100.0%
Children at home?							
Yes	756	12.4%	12.6%	31.6%	35.7%	6.5%	1.2%
No	1713	7.0%	21.7%	20.0%	16.4%	18.7%	16.2%
Ethnic Group							
Chinese	400	24.3%	24.0%	20.8%	19.0%	7.3%	4.8%
Other Asian	152	14.5%	25.0%	22.4%	19.7%	9.2%	9.2%
White	1337	1.9%	14.4%	22.9%	23.3%	21.1%	16.4%
Black	218	14.7%	19.7%	24.8%	24.3%	11.0%	5.5%
Latino	161	12.4%	31.7%	30.4%	14.9%	5.6%	5.0%
Other/Mixed	184	15.2%	23.4%	25.5%	24.5%	6.0%	5.4%
Education level							
Not high school	264	75.4%	6.4%	5.7%	3.0%	3.8%	5.7%
High school grad	191	6.8%	27.2%	20.4%	5.8%	13.6%	26.2%
Some college	576	.7%	26.2%	22.4%	20.8%	16.0%	13.9%
College grad	784	.1%	23.2%	29.6%	24.6%	14.5%	7.9%
Post graduate	659	.2%	10.0%	24.9%	32.8%	20.2%	12.0%







**Q10. Ethnicity of respondent**

	Number	Question 10											
		Chi- nese	Japa- nese	Fili- pino	Viet	Korean	Other Asian	White	Black	Latino	Native	Mixed	Other
Total	2464	16.3%	2.0%	2.2%	.6%	.4%	.9%	54.5%	8.9%	6.7%	.3%	3.9%	3.3%
Branch													
Mission	95	1.1%	.0%	1.1%	.0%	1.1%	1.1%	33.7%	5.3%	48.4%	.0%	5.3%	3.2%
Eureka Valley/Milk	95	2.1%	.0%	.0%	.0%	.0%	.0%	84.2%	3.2%	6.3%	.0%	3.2%	1.1%
Chinatown	106	82.1%	.9%	.9%	.0%	.0%	.9%	11.3%	.0%	.0%	.0%	2.8%	.9%
Richmond	96	40.6%	1.0%	2.1%	3.1%	.0%	3.1%	41.7%	.0%	2.1%	1.0%	4.2%	1.0%
Park	86	2.3%	.0%	1.2%	.0%	.0%	1.2%	68.6%	9.3%	3.5%	.0%	7.0%	7.0%
Presidio	84	8.3%	2.4%	.0%	.0%	.0%	.0%	78.6%	3.6%	3.6%	.0%	3.6%	.0%
Noe Valley/Brunn	94	1.1%	2.1%	.0%	.0%	.0%	.0%	87.2%	.0%	5.3%	1.1%	1.1%	2.1%
Sunset	98	30.6%	1.0%	.0%	.0%	.0%	1.0%	61.2%	1.0%	1.0%	.0%	1.0%	3.1%
Golden Gate Valley	93	7.5%	.0%	1.1%	.0%	.0%	.0%	84.9%	1.1%	3.2%	.0%	1.1%	1.1%
Excelsior	96	6.3%	.0%	10.4%	.0%	.0%	3.1%	43.8%	5.2%	16.7%	.0%	9.4%	5.2%
Ingleside	97	17.5%	.0%	7.2%	2.1%	.0%	.0%	40.2%	17.5%	5.2%	.0%	4.1%	6.2%
Glen Park	89	3.4%	1.1%	3.4%	.0%	.0%	.0%	73.0%	4.5%	9.0%	.0%	4.5%	1.1%
Bayview/Waden	98	4.1%	.0%	1.0%	1.0%	.0%	.0%	4.1%	74.5%	2.0%	.0%	7.1%	6.1%
Portola	30	26.7%	3.3%	.0%	.0%	.0%	.0%	46.7%	3.3%	13.3%	.0%	6.7%	.0%
Ocean View	58	1.7%	.0%	.0%	1.7%	.0%	.0%	39.7%	37.9%	10.3%	.0%	8.6%	.0%
Libr. for the Blind	20	.0%	.0%	.0%	.0%	.0%	.0%	65.0%	10.0%	15.0%	.0%	.0%	10.0%
Anza	103	24.3%	4.9%	1.0%	.0%	1.0%	1.9%	55.3%	1.9%	1.9%	.0%	1.9%	5.8%
Visitation Valley	49	22.4%	.0%	10.2%	2.0%	2.0%	.0%	14.3%	34.7%	6.1%	.0%	2.0%	6.1%
Parkside	100	28.0%	1.0%	7.0%	.0%	.0%	2.0%	51.0%	1.0%	5.0%	1.0%	2.0%	2.0%
West Portal	109	16.5%	2.8%	.9%	.0%	.0%	2.8%	56.0%	2.8%	11.9%	.0%	2.8%	3.7%
Bernal Heights	98	2.0%	1.0%	5.1%	.0%	.0%	1.0%	59.2%	7.1%	11.2%	.0%	8.2%	5.1%
Potrero	65	.0%	.0%	.0%	.0%	.0%	1.5%	80.0%	7.7%	3.1%	.0%	4.6%	3.1%
Marina	97	12.4%	.0%	1.0%	1.0%	.0%	.0%	80.4%	3.1%	1.0%	.0%	1.0%	.0%
Ortega	88	35.2%	2.3%	.0%	.0%	1.1%	.0%	51.1%	1.1%	2.3%	.0%	4.5%	2.3%
Merced	89	14.6%	.0%	4.5%	1.1%	3.4%	1.1%	55.1%	6.7%	2.2%	.0%	2.2%	9.0%
North Beach	95	31.6%	.0%	2.1%	1.1%	.0%	.0%	57.9%	1.1%	.0%	1.1%	3.2%	2.1%
Western Addition	97	3.1%	28.9%	.0%	1.0%	1.0%	1.0%	40.2%	14.4%	1.0%	1.0%	4.1%	4.1%
Main	116	9.5%	.9%	.9%	1.7%	.0%	1.7%	60.3%	9.5%	6.9%	.9%	3.4%	4.3%
Hearing Impaired	23	13.0%	.0%	4.3%	4.3%	4.3%	.0%	47.8%	13.0%	4.3%	4.3%	.0%	4.3%
Sex of Respondent													
Female	1406	16.4%	2.3%	2.6%	.6%	.4%	.8%	54.8%	9.0%	5.3%	.2%	4.7%	2.9%
Male	1017	16.2%	1.7%	1.9%	.6%	.3%	1.1%	54.6%	8.5%	8.3%	.4%	2.8%	3.8%
Age													
Under 18	224	43.3%	1.3%	2.2%	1.8%	2.2%	2.2%	11.2%	14.3%	8.9%	.0%	9.4%	3.1%
18-29	464	20.7%	1.3%	3.9%	1.1%	.4%	1.5%	41.6%	9.3%	11.0%	.6%	4.5%	4.1%
30s	573	14.5%	1.2%	3.0%	.7%	.2%	.9%	53.4%	9.4%	8.6%	.0%	4.2%	4.0%
40s	540	14.1%	2.4%	2.0%	.4%	.0%	.7%	57.8%	9.8%	4.4%	.2%	3.5%	4.6%
50-64	369	7.9%	2.7%	.8%	.0%	.0%	.3%	76.4%	6.5%	2.4%	.3%	1.4%	1.4%
65+	282	6.7%	3.9%	.4%	.0%	.4%	.4%	77.7%	4.3%	2.8%	.7%	1.8%	1.1%
Children at home?													
Yes	749	23.4%	1.1%	3.5%	.9%	.5%	1.3%	36.7%	13.1%	10.8%	.3%	4.9%	3.5%
No	1688	12.9%	2.5%	1.7%	.5%	.3%	.8%	62.7%	7.0%	4.7%	.3%	3.4%	3.2%
Ethnic Group													
Chinese	402	100.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%
Other Asian	152	.0%	32.9%	36.2%	9.9%	5.9%	15.1%	.0%	.0%	.0%	.0%	.0%	.0%
White	1343	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	.0%	.0%	.0%	.0%	.0%
Black	219	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	.0%	.0%	.0%	.0%
Latino	164	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	100.0%	.0%	.0%	.0%
Other/Mixed	184	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	.0%	3.8%	51.6%	44.6%
Education level													
Not high school	267	39.3%	1.1%	1.9%	1.1%	1.9%	1.9%	15.0%	14.6%	12.0%	.0%	7.1%	4.1%
High school grad	191	21.5%	4.2%	.0%	.5%	.5%	.5%	38.2%	16.2%	13.6%	.0%	2.1%	2.6%
Some college	572	16.6%	1.2%	4.4%	.5%	.2%	.7%	51.0%	10.3%	7.5%	.7%	4.2%	2.6%
College grad	769	12.4%	3.0%	2.7%	.8%	.3%	.8%	59.9%	7.4%	5.7%	.3%	3.5%	3.3%
Post graduate	643	9.6%	1.1%	.6%	.3%	.0%	1.1%	73.1%	4.7%	2.6%	.2%	3.0%	3.7%



Q11. Education of respondent

	Number	Question 11				
		Not HS Grad	High school grad	Some college	College grad	Post Grad
Total	2486	10.8%	7.8%	23.2%	31.7%	26.5%
Branch						
Mission	97	16.5%	12.4%	17.5%	35.1%	18.6%
Eureka Valley/Milk	98	2.0%	2.0%	20.4%	29.6%	45.9%
Chinatown	104	29.8%	13.5%	30.8%	19.2%	6.7%
Richmond	97	15.5%	8.2%	11.3%	41.2%	23.7%
Park	86	4.7%	8.1%	22.1%	39.5%	25.6%
Presidio	83	1.2%	6.0%	14.5%	42.2%	36.1%
Noe Valley/Brunn	97	3.1%	3.1%	13.4%	35.1%	45.4%
Sunset	98	8.2%	4.1%	20.4%	29.6%	37.8%
Golden Gate Valley	95	2.1%	2.1%	21.1%	33.7%	41.1%
Excelsior	96	18.8%	12.5%	38.5%	14.6%	15.6%
Ingleside	97	15.5%	13.4%	35.1%	27.8%	8.2%
Glen Park	89	3.4%	4.5%	25.8%	28.1%	38.2%
Bayview/Waden	98	20.4%	12.2%	31.6%	23.5%	12.2%
Portola	33	24.2%	9.1%	27.3%	33.3%	6.1%
Ocean View	56	19.6%	12.5%	8.9%	46.4%	12.5%
Libr. for the Blind	20	15.0%	10.0%	40.0%	10.0%	25.0%
Anza	102	12.7%	6.9%	25.5%	29.4%	25.5%
Visitacion Valley	48	35.4%	12.5%	35.4%	14.6%	2.1%
Parkside	98	9.2%	9.2%	26.5%	36.7%	18.4%
West Portal	111	7.2%	2.7%	18.9%	34.2%	36.9%
Bernal Heights	98	9.2%	5.1%	18.4%	35.7%	31.6%
Potrero	69	4.3%	7.2%	21.7%	37.7%	29.0%
Marina	100	4.0%	5.0%	19.0%	36.0%	36.0%
Ortega	89	15.7%	6.7%	33.7%	22.5%	21.3%
Merced	96	8.3%	4.2%	17.7%	33.3%	36.5%
North Beach	96	12.5%	8.3%	25.0%	29.2%	25.0%
Western Addition	95	4.2%	10.5%	17.9%	42.1%	25.3%
Main	117	4.3%	6.8%	25.6%	35.9%	27.4%
Hearing Impaired	23	8.7%	34.8%	26.1%	13.0%	17.4%
Sex of Respondent						
Female	1408	11.5%	8.3%	22.9%	31.6%	25.7%
Male	1033	9.4%	7.1%	23.7%	32.2%	27.6%
Age						
Under 18	218	91.3%	6.0%	1.8%	.5%	.5%
18-29	468	3.6%	11.1%	32.3%	38.9%	14.1%
30s	579	2.6%	6.7%	22.3%	40.1%	28.3%
40s	548	1.5%	2.0%	21.9%	35.2%	39.4%
50-64	375	2.7%	6.9%	24.5%	30.4%	35.5%
65+	286	5.2%	17.5%	28.0%	21.7%	27.6%
Children at home?						
Yes	751	15.2%	7.7%	23.3%	29.4%	24.4%
No	1714	8.3%	7.7%	23.3%	33.0%	27.7%
Ethnic Group						
Chinese	398	26.4%	10.3%	23.9%	23.9%	15.6%
Other Asian	150	14.0%	7.3%	26.7%	38.7%	13.3%
White	1336	3.0%	5.5%	21.9%	34.5%	35.2%
Black	216	18.1%	14.4%	27.3%	26.4%	13.9%
Latino	162	19.8%	16.0%	26.5%	27.2%	10.5%
Other/Mixed	180	16.7%	5.0%	23.9%	30.0%	24.4%
Education level						
Not high school	268	100.0%	.0%	.0%	.0%	.0%
High school grad	194	.0%	100.0%	.0%	.0%	.0%
Some college	577	.0%	.0%	100.0%	.0%	.0%
College grad	788	.0%	.0%	.0%	100.0%	.0%



## Q12. Children at home

	Number	Question 12	
		Yes	No
Total	2482	30.6%	69.4%
Branch			
Mission	96	39.6%	60.4%
Eureka Valley/Milk	98	10.2%	89.8%
Chinatown	101	36.6%	63.4%
Richmond	96	44.8%	55.2%
Park	86	25.6%	74.4%
Presidio	82	26.8%	73.2%
Noe Valley/Brunn	97	26.8%	73.2%
Sunset	98	36.7%	63.3%
Golden Gate Valley	96	8.3%	91.7%
Excelsior	92	39.1%	60.9%
Ingleside	98	44.9%	55.1%
Glen Park	88	37.5%	62.5%
Bayview/Waden	100	46.0%	54.0%
Portola	34	38.2%	61.8%
Ocean View	56	33.9%	66.1%
Libr. for the Blind	20	5.0%	95.0%
Anza	103	30.1%	69.9%
Visitacion Valley	49	51.0%	49.0%
Parkside	98	36.7%	63.3%
West Portal	111	38.7%	61.3%
Bernal Heights	98	28.6%	71.4%
Potrero	68	27.9%	72.1%
Marina	100	13.0%	87.0%
Ortega	90	43.3%	56.7%
Merced	95	30.5%	69.5%
North Beach	94	13.8%	86.2%
Western Addition	98	20.4%	79.6%
Main	117	20.5%	79.5%
Hearing Impaired	23	26.1%	73.9%
Sex of Respondent			
Female	1413	35.0%	65.0%
Male	1027	24.8%	75.2%
Age			
Under 18	214	43.9%	56.1%
18-29	467	20.3%	79.7%
30s	581	41.1%	58.9%
40s	551	49.0%	51.0%
50-64	369	13.3%	86.7%
65+	287	3.1%	96.9%
Children at home?			
Yes	760	100.0%	.0%
No	1722	.0%	100.0%
Ethnic Group			
Chinese	393	44.5%	55.5%
Other Asian	152	36.2%	63.8%
White	1333	20.6%	79.4%
Black	216	45.4%	54.6%
Latino	161	50.3%	49.7%
Other/Mixed	182	35.7%	64.3%
Education level			
Not high school	257	44.4%	55.6%
High school grad	190	30.5%	69.5%
Some college	574	30.5%	69.5%
College grad	787	28.1%	71.9%
Post graduate	657	27.9%	72.1%





## Q13. Sex of respondent

	Number	Question 13	
		Female	Male
Total	2460	57.7%	42.3%
Branch			
Mission	91	48.4%	51.6%
Eureka Valley/Milk	96	33.3%	66.7%
Chinatown	104	51.0%	49.0%
Richmond	95	69.5%	30.5%
Park	86	52.3%	47.7%
Presidio	83	61.4%	38.6%
Noe Valley/Brunn	96	59.4%	40.6%
Sunset	97	59.8%	40.2%
Golden Gate Valley	95	61.1%	38.9%
Excelsior	93	58.1%	41.9%
Ingleside	98	70.4%	29.6%
Glen Park	88	73.9%	26.1%
Bayview/Waden	96	60.4%	39.6%
Portola	34	55.9%	44.1%
Ocean View	58	67.2%	32.8%
Libr. for the Blind	20	55.0%	45.0%
Anza	99	65.7%	34.3%
Visitation Valley	47	66.0%	34.0%
Parkside	97	56.7%	43.3%
West Portal	111	61.3%	38.7%
Bernal Heights	98	64.3%	35.7%
Potrero	67	56.7%	43.3%
Marina	99	51.5%	48.5%
Ortega	90	60.0%	40.0%
Merced	95	60.0%	40.0%
North Beach	94	51.1%	48.9%
Western Addition	95	61.1%	38.9%
Main	115	33.9%	66.1%
Hearing Impaired	23	56.5%	43.5%
Sex of Respondent			
Female	1419	100.0%	.0%
Male	1041	.0%	100.0%
Age			
Under 18	221	66.5%	33.5%
18-29	466	57.1%	42.9%
30s	570	56.1%	43.9%
40s	548	59.5%	40.5%
50-64	362	54.7%	45.3%
65+	282	55.3%	44.7%
Children at home?			
Yes	750	66.0%	34.0%
No	1690	54.3%	45.7%
Ethnic Group			
Chinese	395	58.2%	41.8%
Other Asian	150	62.7%	37.3%
White	1326	58.1%	41.9%
Black	212	59.4%	40.6%
Latino	159	47.2%	52.8%
Other/Mixed	181	60.8%	39.2%
Education level			
Not high school	259	62.5%	37.5%
High school grad	190	61.6%	38.4%
Some college	567	56.8%	43.2%
College grad	778	57.2%	42.8%
Post graduate	647	56.0%	44.0%



Language of interview

	Number	Language of interview			
		English	Spanish	Cantonese	Viet- namese
Total	2577	94.0%	2.0%	4.0%	.1%
Branch					
Mission	101	59.4%	40.6%	.0%	.0%
Eureka Valley/Milk	99	100.0%	.0%	.0%	.0%
Chinatown	114	41.2%	.0%	57.9%	.9%
Richmond	102	95.1%	.0%	4.9%	.0%
Park	86	100.0%	.0%	.0%	.0%
Presidio	86	97.7%	.0%	2.3%	.0%
Noe Valley/Brunn	98	100.0%	.0%	.0%	.0%
Sunset	102	96.1%	1.0%	2.9%	.0%
Golden Gate Valley	96	100.0%	.0%	.0%	.0%
Excelsior	98	99.0%	1.0%	.0%	.0%
Ingleside	99	94.9%	.0%	5.1%	.0%
Glen Park	91	100.0%	.0%	.0%	.0%
Bayview/Waden	103	97.1%	1.0%	1.9%	.0%
Portola	34	79.4%	8.8%	11.8%	.0%
Ocean View	58	100.0%	.0%	.0%	.0%
Libr. for the Blind	21	100.0%	.0%	.0%	.0%
Anza	107	100.0%	.0%	.0%	.0%
Visitation Valley	51	98.0%	.0%	2.0%	.0%
Parkside	100	100.0%	.0%	.0%	.0%
West Portal	114	99.1%	.0%	.9%	.0%
Bernal Heights	101	97.0%	3.0%	.0%	.0%
Potrero	70	100.0%	.0%	.0%	.0%
Marina	101	100.0%	.0%	.0%	.0%
Ortega	92	97.8%	.0%	2.2%	.0%
Merced	101	100.0%	.0%	.0%	.0%
North Beach	98	88.8%	.0%	10.2%	1.0%
Western Addition	104	100.0%	.0%	.0%	.0%
Main	127	98.4%	.8%	.8%	.0%
Hearing Impaired	23	100.0%	.0%	.0%	.0%
Sex of Respondent					
Female	1419	94.9%	1.1%	3.9%	.1%
Male	1041	93.4%	2.8%	3.8%	.0%
Age					
Under 18	224	85.7%	3.1%	11.2%	.0%
18-29	469	92.8%	3.2%	4.1%	.0%
30s	585	94.2%	2.2%	3.4%	.2%
40s	553	95.8%	1.3%	2.7%	.2%
50-64	376	96.8%	.8%	2.4%	.0%
65+	289	97.2%	.0%	2.8%	.0%
Children at home?					
Yes	760	90.1%	3.9%	5.9%	.0%
No	1722	96.3%	.9%	2.7%	.1%
Ethnic Group					
Chinese	402	75.9%	.0%	23.9%	.2%
Other Asian	152	99.3%	.0%	.0%	.7%
White	1343	99.9%	.1%	.0%	.0%
Black	219	100.0%	.0%	.0%	.0%
Latino	164	72.0%	28.0%	.0%	.0%
Other/Mixed	184	98.9%	.5%	.5%	.0%
Education level					
Not high school	268	81.7%	6.3%	11.9%	.0%
High school grad	194	86.6%	4.6%	8.8%	.0%
Some college	577	92.9%	1.9%	5.0%	.2%
College grad	788	97.5%	1.1%	1.4%	.0%
Post graduate	659	98.8%	.2%	.9%	.2%



**SECTION B:**  
**BRANCH SPECIFIC RESULTS**





# Branch Library Survey Results

Branch  
Anza

	Number	Percent
Visits to branch library		
5 or less	14	14.3%
6-10	13	13.3%
11-20	28	28.6%
21-30	11	11.2%
31-50	17	17.3%
51+	15	15.3%
Monday afternoon		
Frequently	24	26.7%
Sometimes	28	31.1%
Seldom	23	25.6%
Never	15	16.7%
Tuesday afternoon		
Frequently	23	25.8%
Sometimes	32	36.0%
Seldom	17	19.1%
Never	17	19.1%
Wednesday afternoon		
Frequently	25	29.4%
Sometimes	30	35.3%
Seldom	17	20.0%
Never	13	15.3%
Thursday afternoon		
Frequently	21	24.1%
Sometimes	35	40.2%
Seldom	18	20.7%
Never	13	14.9%
Friday afternoon		
Frequently	26	29.2%
Sometimes	32	36.0%
Seldom	17	19.1%
Never	14	15.7%
Saturday afternoon		
Frequently	47	51.6%
Sometimes	33	36.3%
Seldom	9	9.9%
Never	2	2.2%
Sunday afternoon		
Frequently	33	39.8%
Sometimes	27	32.5%
Seldom	10	12.0%
Never	13	15.7%
Weekday mornings		
Frequently	16	19.5%
Sometimes	22	26.8%
Seldom	16	19.5%
Never	28	34.1%
Saturday morning		
Frequently	25	28.7%
Sometimes	35	40.2%
Seldom	16	18.4%
Never	11	12.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Anza

	Number	Percent
Sunday morning		
Frequently	19	22.9%
Sometimes	22	26.5%
Seldom	18	21.7%
Never	24	28.9%
Evenings		
Frequently	34	39.1%
Sometimes	34	39.1%
Seldom	11	12.6%
Never	8	9.2%
Evenings open per week		
0	4	3.7%
1	5	4.7%
2	21	19.6%
3	27	25.2%
4	11	10.3%
5	16	15.0%
6	6	5.6%
7	9	8.4%
None	5	4.7%
More than one response	3	2.8%
Evening most likely to use		
Monday	6	5.9%
Tuesday	10	9.9%
Wednesday	37	36.6%
Thursday	8	7.9%
Friday	17	16.8%
Saturday	8	7.9%
Sunday	3	3.0%
None	4	4.0%
More than one answer	8	7.9%
Satis. if nearby branch open		
Yes	61	59.8%
No	41	40.2%
Preferred closing hour		
7pm	7	6.7%
8pm	20	19.2%
9pm	70	67.3%
Other	7	6.7%
Programs for teenagers		
Not Important	11	11.3%
Somewhat Important	20	20.6%
Very Important	49	50.5%
Absolutely Critical	17	17.5%
Access to computer databases		
Not Important	9	9.0%
Somewhat Important	25	25.0%
Very Important	44	44.0%
Absolutely Critical	22	22.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Anza

	Number	Percent
Non-English language collections		
Not Important	20	20.2%
Somewhat Important	27	27.3%
Very Important	39	39.4%
Absolutely Critical	13	13.1%
Videotapes and recordings		
Not Important	13	13.0%
Somewhat Important	34	34.0%
Very Important	44	44.0%
Absolutely Critical	9	9.0%
Services for seniors		
Not Important	9	9.0%
Somewhat Important	21	21.0%
Very Important	47	47.0%
Absolutely Critical	23	23.0%
Services for adults		
Not Important	9	9.1%
Somewhat Important	50	50.5%
Very Important	29	29.3%
Absolutely Critical	11	11.1%
Increase evening hours		
Not Important	9	8.9%
Somewhat Important	39	38.6%
Very Important	40	39.6%
Absolutely Critical	13	12.9%
Increase week-end hours		
Not Important	6	6.1%
Somewhat Important	38	38.4%
Very Important	35	35.4%
Absolutely Critical	20	20.2%
Increase services		
Not Important	11	11.3%
Somewhat Important	29	29.9%
Very Important	41	42.3%
Absolutely Critical	16	16.5%
Increase books/materials		
Not Important	1	1.0%
Somewhat Important	18	18.2%
Very Important	38	38.4%
Absolutely Critical	42	42.4%
Age		
Under 18	11	10.7%
18-29	12	11.7%
30-39	30	29.1%
40-49	22	21.4%
50-64	17	16.5%
65+	11	10.7%
Ethnicity		
Chinese	25	24.3%
Japanese	5	4.9%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Anza

	Number	Percent
Filipino	1	1.0%
Vietnamese		
Korean	1	1.0%
Other Asian	2	1.9%
White	57	55.3%
Black	2	1.9%
Latino	2	1.9%
Native American		
Mixed Race	2	1.9%
Other	6	5.8%
Education		
Not high school grad	13	12.7%
High school grad	7	6.9%
Some college	26	25.5%
College grad	30	29.4%
Post graduate	26	25.5%
Children at home?		
Yes	31	30.1%
No	72	69.9%
Sex		
Female	65	65.7%
Male	34	34.3%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Bayview/Waden

	Number	Percent
Visits to branch library		
5 or less	11	11.2%
6-10	9	9.2%
11-20	23	23.5%
21-30	14	14.3%
31-50	15	15.3%
51+	26	26.5%
Monday afternoon		
Frequently	40	41.2%
Sometimes	36	37.1%
Seldom	11	11.3%
Never	10	10.3%
Tuesday afternoon		
Frequently	33	37.1%
Sometimes	33	37.1%
Seldom	13	14.6%
Never	10	11.2%
Wednesday afternoon		
Frequently	44	50.6%
Sometimes	26	29.9%
Seldom	8	9.2%
Never	9	10.3%
Thursday afternoon		
Frequently	33	37.9%
Sometimes	36	41.4%
Seldom	10	11.5%
Never	8	9.2%
Friday afternoon		
Frequently	27	32.5%
Sometimes	32	38.6%
Seldom	15	18.1%
Never	9	10.8%
Saturday afternoon		
Frequently	35	41.2%
Sometimes	23	27.1%
Seldom	13	15.3%
Never	14	16.5%
Sunday afternoon		
Frequently	22	27.2%
Sometimes	17	21.0%
Seldom	16	19.8%
Never	26	32.1%
Weekday mornings		
Frequently	21	25.9%
Sometimes	20	24.7%
Seldom	17	21.0%
Never	23	28.4%
Saturday morning		
Frequently	27	32.1%
Sometimes	21	25.0%
Seldom	14	16.7%
Never	22	26.2%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Bayview/Waden

	Number	Percent
Sunday morning		
Frequently	15	19.5%
Sometimes	13	16.9%
Seldom	18	23.4%
Never	31	40.3%
Evenings		
Frequently	40	46.5%
Sometimes	23	26.7%
Seldom	12	14.0%
Never	11	12.8%
Evenings open per week		
0	1	1.0%
1	1	1.0%
2	17	16.5%
3	12	11.7%
4	9	8.7%
5	19	18.4%
6	20	19.4%
7	22	21.4%
None	1	1.0%
More than one response	1	1.0%
Evening most likely to use		
Monday	13	12.7%
Tuesday	5	4.9%
Wednesday	30	29.4%
Thursday	7	6.9%
Friday	13	12.7%
Saturday	10	9.8%
Sunday	1	1.0%
None	5	4.9%
More than one answer	18	17.6%
Satis. if nearby branch open		
Yes	55	53.4%
No	48	46.6%
Preferred closing hour		
7pm	18	17.8%
8pm	25	24.8%
9pm	52	51.5%
Other	6	5.9%
Programs for teenagers		
Not Important	3	3.1%
Somewhat Important	10	10.2%
Very Important	44	44.9%
Absolutely Critical	41	41.8%
Access to computer databases		
Not Important	2	2.1%
Somewhat Important	12	12.5%
Very Important	43	44.8%
Absolutely Critical	39	40.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Bayview/Waden

	Number	Percent
Non-English language collections		
Not Important	5	5.4%
Somewhat Important	28	30.1%
Very Important	43	46.2%
Absolutely Critical	17	18.3%
Videotapes and recordings		
Not Important	6	6.5%
Somewhat Important	25	27.2%
Very Important	38	41.3%
Absolutely Critical	23	25.0%
Services for seniors		
Not Important	3	3.1%
Somewhat Important	27	28.1%
Very Important	38	39.6%
Absolutely Critical	28	29.2%
Services for adults		
Not Important	5	5.2%
Somewhat Important	20	20.8%
Very Important	42	43.8%
Absolutely Critical	29	30.2%
Increase evening hours		
Not Important	6	6.3%
Somewhat Important	22	23.2%
Very Important	41	43.2%
Absolutely Critical	26	27.4%
Increase week-end hours		
Not Important	3	3.2%
Somewhat Important	20	21.1%
Very Important	43	45.3%
Absolutely Critical	29	30.5%
Increase services		
Not Important	1	1.1%
Somewhat Important	20	21.1%
Very Important	34	35.8%
Absolutely Critical	40	42.1%
Increase books/materials		
Not Important	1	1.1%
Somewhat Important	7	7.4%
Very Important	30	31.9%
Absolutely Critical	56	59.6%
Age		
Under 18	18	18.2%
18-29	25	25.3%
30-39	22	22.2%
40-49	22	22.2%
50-64	8	8.1%
65+	4	4.0%
Ethnicity		
Chinese	4	4.1%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Bayview/Waden

	Number	Percent
Filipino	1	1.0%
Vietnamese	1	1.0%
Korean		
Other Asian		
White	4	4.1%
Black	73	74.5%
Latino	2	2.0%
Native American		
Mixed Race	7	7.1%
Other	6	6.1%
Education		
Not high school grad	20	20.4%
High school grad	12	12.2%
Some college	31	31.6%
College grad	23	23.5%
Post graduate	12	12.2%
Children at home?		
Yes	46	46.0%
No	54	54.0%
Sex		
Female	58	60.4%
Male	38	39.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Bernal Heights

	Number	Percent
Visits to branch library		
5 or less	18	19.6%
6-10	20	21.7%
11-20	20	21.7%
21-30	9	9.8%
31-50	9	9.8%
51+	16	17.4%
Monday afternoon		
Frequently	27	32.1%
Sometimes	33	39.3%
Seldom	15	17.9%
Never	9	10.7%
Tuesday afternoon		
Frequently	23	27.4%
Sometimes	36	42.9%
Seldom	19	22.6%
Never	6	7.1%
Wednesday afternoon		
Frequently	25	30.1%
Sometimes	34	41.0%
Seldom	17	20.5%
Never	7	8.4%
Thursday afternoon		
Frequently	25	30.1%
Sometimes	37	44.6%
Seldom	15	18.1%
Never	6	7.2%
Friday afternoon		
Frequently	24	28.6%
Sometimes	34	40.5%
Seldom	19	22.6%
Never	7	8.3%
Saturday afternoon		
Frequently	44	51.8%
Sometimes	25	29.4%
Seldom	13	15.3%
Never	3	3.5%
Sunday afternoon		
Frequently	38	44.7%
Sometimes	20	23.5%
Seldom	18	21.2%
Never	9	10.6%
Weekday mornings		
Frequently	25	32.5%
Sometimes	16	20.8%
Seldom	26	33.8%
Never	10	13.0%
Saturday morning		
Frequently	34	40.5%
Sometimes	25	29.8%
Seldom	20	23.8%
Never	5	6.0%

Note: Tables exclude those who did not answer specific question.





## Branch Library Survey Results

Branch  
Bernal Heights

	Number	Percent
Sunday morning		
Frequently	22	27.5%
Sometimes	20	25.0%
Seldom	20	25.0%
Never	18	22.5%
Evenings		
Frequently	52	60.5%
Sometimes	23	26.7%
Seldom	6	7.0%
Never	5	5.8%
Evenings open per week		
0	4	4.0%
1	3	3.0%
2	18	17.8%
3	21	20.8%
4	13	12.9%
5	17	16.8%
6	8	7.9%
7	13	12.9%
None	2	2.0%
More than one response	2	2.0%
Evening most likely to use		
Monday	7	7.2%
Tuesday	9	9.3%
Wednesday	36	37.1%
Thursday	15	15.5%
Friday	6	6.2%
Saturday	8	8.2%
Sunday	5	5.2%
None	3	3.1%
More than one answer	8	8.2%
Satis. if nearby branch open		
Yes	39	39.8%
No	59	60.2%
Preferred closing hour		
7pm	2	2.0%
8pm	28	28.6%
9pm	61	62.2%
Other	7	7.1%
Programs for teenagers		
Not Important	7	7.3%
Somewhat Important	17	17.7%
Very Important	48	50.0%
Absolutely Critical	24	25.0%
Access to computer databases		
Not Important	5	5.2%
Somewhat Important	29	30.2%
Very Important	40	41.7%
Absolutely Critical	22	22.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Bernal Heights

	Number	Percent
Non-English language collections		
Not Important	5	5.5%
Somewhat Important	22	24.2%
Very Important	44	48.4%
Absolutely Critical	20	22.0%
Videotapes and recordings		
Not Important	7	7.7%
Somewhat Important	26	28.6%
Very Important	43	47.3%
Absolutely Critical	15	16.5%
Services for seniors		
Not Important	4	4.2%
Somewhat Important	18	18.8%
Very Important	47	49.0%
Absolutely Critical	27	28.1%
Services for adults		
Not Important	5	5.3%
Somewhat Important	38	40.0%
Very Important	40	42.1%
Absolutely Critical	12	12.6%
Increase evening hours		
Not Important	3	3.3%
Somewhat Important	25	27.2%
Very Important	41	44.6%
Absolutely Critical	23	25.0%
Increase week-end hours		
Not Important	3	3.3%
Somewhat Important	28	31.1%
Very Important	34	37.8%
Absolutely Critical	25	27.8%
Increase services		
Not Important	6	6.5%
Somewhat Important	21	22.8%
Very Important	44	47.8%
Absolutely Critical	21	22.8%
Increase books/materials		
Not Important	1	1.1%
Somewhat Important	8	8.5%
Very Important	42	44.7%
Absolutely Critical	43	45.7%
Age		
Under 18	7	7.2%
18-29	19	19.6%
30-39	25	25.8%
40-49	27	27.8%
50-64	13	13.4%
65+	6	6.2%
Ethnicity		
Chinese	2	2.0%
Japanese	1	1.0%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Bernal Heights

	Number	Percent
Filipino	5	5.1%
Vietnamese		
Korean		
Other Asian	1	1.0%
White	58	59.2%
Black	7	7.1%
Latino	11	11.2%
Native American		
Mixed Race	8	8.2%
Other	5	5.1%
Education		
Not high school grad	9	9.2%
High school grad	5	5.1%
Some college	18	18.4%
College grad	35	35.7%
Post graduate	31	31.6%
Children at home?		
Yes	28	28.6%
No	70	71.4%
Sex		
Female	63	64.3%
Male	35	35.7%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Chinatown

	Number	Percent
Visits to branch library		
5 or less	15	17.9%
6-10	9	10.7%
11-20	11	13.1%
21-30	10	11.9%
31-50	15	17.9%
51+	24	28.6%
Monday afternoon		
Frequently	26	26.0%
Sometimes	34	34.0%
Seldom	26	26.0%
Never	14	14.0%
Tuesday afternoon		
Frequently	34	33.3%
Sometimes	32	31.4%
Seldom	28	27.5%
Never	8	7.8%
Wednesday afternoon		
Frequently	32	31.7%
Sometimes	39	38.6%
Seldom	19	18.8%
Never	11	10.9%
Thursday afternoon		
Frequently	24	24.5%
Sometimes	40	40.8%
Seldom	25	25.5%
Never	9	9.2%
Friday afternoon		
Frequently	30	30.3%
Sometimes	39	39.4%
Seldom	25	25.3%
Never	5	5.1%
Saturday afternoon		
Frequently	51	49.5%
Sometimes	31	30.1%
Seldom	16	15.5%
Never	5	4.9%
Sunday afternoon		
Frequently	34	35.1%
Sometimes	27	27.8%
Seldom	20	20.6%
Never	16	16.5%
Weekday mornings		
Frequently	24	25.5%
Sometimes	22	23.4%
Seldom	31	33.0%
Never	17	18.1%
Saturday morning		
Frequently	38	38.8%
Sometimes	25	25.5%
Seldom	24	24.5%
Never	11	11.2%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Chinatown

	Number	Percent
Sunday morning		
Frequently	33	34.7%
Sometimes	18	18.9%
Seldom	26	27.4%
Never	18	18.9%
Evenings		
Frequently	34	35.4%
Sometimes	26	27.1%
Seldom	14	14.6%
Never	22	22.9%
Evenings open per week		
0	11	9.6%
1	5	4.4%
2	13	11.4%
3	25	21.9%
4	8	7.0%
5	20	17.5%
6	9	7.9%
7	17	14.9%
None	2	1.8%
More than one response	4	3.5%
Evening most likely to use		
Monday	4	3.8%
Tuesday	7	6.7%
Wednesday	20	19.0%
Thursday	5	4.8%
Friday	14	13.3%
Saturday	23	21.9%
Sunday	3	2.9%
None	11	10.5%
More than one answer	18	17.1%
Satis. if nearby branch open		
Yes	55	53.9%
No	47	46.1%
Preferred closing hour		
7pm	13	13.0%
8pm	27	27.0%
9pm	52	52.0%
Other	8	8.0%
Programs for teenagers		
Not Important	9	10.0%
Somewhat Important	28	31.1%
Very Important	30	33.3%
Absolutely Critical	23	25.6%
Access to computer databases		
Not Important	8	8.6%
Somewhat Important	18	19.4%
Very Important	41	44.1%
Absolutely Critical	26	28.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Chinatown

	Number	Percent
Non-English language collections		
Not Important	5	5.3%
Somewhat Important	23	24.5%
Very Important	38	40.4%
Absolutely Critical	28	29.8%
Videotapes and recordings		
Not Important	7	7.5%
Somewhat Important	21	22.6%
Very Important	35	37.6%
Absolutely Critical	30	32.3%
Services for seniors		
Not Important	6	6.5%
Somewhat Important	35	37.6%
Very Important	35	37.6%
Absolutely Critical	17	18.3%
Services for adults		
Not Important	17	19.1%
Somewhat Important	35	39.3%
Very Important	26	29.2%
Absolutely Critical	11	12.4%
Increase evening hours		
Not Important	9	9.5%
Somewhat Important	39	41.1%
Very Important	26	27.4%
Absolutely Critical	21	22.1%
Increase week-end hours		
Not Important	8	8.3%
Somewhat Important	16	16.7%
Very Important	37	38.5%
Absolutely Critical	35	36.5%
Increase services		
Not Important	6	6.7%
Somewhat Important	26	28.9%
Very Important	38	42.2%
Absolutely Critical	20	22.2%
Increase books/materials		
Not Important		
Somewhat Important	7	7.1%
Very Important	37	37.8%
Absolutely Critical	54	55.1%
Age		
Under 18	28	26.4%
18-29	27	25.5%
30-39	18	17.0%
40-49	17	16.0%
50-64	11	10.4%
65+	5	4.7%
Ethnicity		
Chinese	87	82.1%
Japanese	1	.9%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Chinatown

	Number	Percent
Filipino	1	.9%
Vietnamese		
Korean		
Other Asian	1	.9%
White	12	11.3%
Black		
Latino		
Native American		
Mixed Race	3	2.8%
Other	1	.9%
Education		
Not high school grad	31	29.8%
High school grad	14	13.5%
Some college	32	30.8%
College grad	20	19.2%
Post graduate	7	6.7%
Children at home?		
Yes	37	36.6%
No	64	63.4%
Sex		
Female	53	51.0%
Male	51	49.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Eureka Valley/Milk

	Number	Percent
Visits to branch library		
5 or less	17	17.3%
6-10	15	15.3%
11-20	26	26.5%
21-30	19	19.4%
31-50	12	12.2%
51+	9	9.2%
Monday afternoon		
Frequently	25	29.4%
Sometimes	41	48.2%
Seldom	14	16.5%
Never	5	5.9%
Tuesday afternoon		
Frequently	26	29.9%
Sometimes	42	48.3%
Seldom	14	16.1%
Never	5	5.7%
Wednesday afternoon		
Frequently	27	32.1%
Sometimes	38	45.2%
Seldom	14	16.7%
Never	5	6.0%
Thursday afternoon		
Frequently	26	30.6%
Sometimes	39	45.9%
Seldom	15	17.6%
Never	5	5.9%
Friday afternoon		
Frequently	26	31.7%
Sometimes	38	46.3%
Seldom	13	15.9%
Never	5	6.1%
Saturday afternoon		
Frequently	41	46.6%
Sometimes	32	36.4%
Seldom	10	11.4%
Never	5	5.7%
Sunday afternoon		
Frequently	36	41.4%
Sometimes	29	33.3%
Seldom	16	18.4%
Never	6	6.9%
Weekday mornings		
Frequently	24	27.9%
Sometimes	25	29.1%
Seldom	21	24.4%
Never	16	18.6%
Saturday morning		
Frequently	25	28.4%
Sometimes	29	33.0%
Seldom	21	23.9%
Never	13	14.8%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Eureka Valley/Milk

	Number	Percent
Sunday morning		
Frequently	20	24.1%
Sometimes	20	24.1%
Seldom	20	24.1%
Never	23	27.7%
Evenings		
Frequently	45	50.0%
Sometimes	32	35.6%
Seldom	6	6.7%
Never	7	7.8%
Evenings open per week		
0	3	3.0%
1	4	4.0%
2	13	13.1%
3	28	28.3%
4	4	4.0%
5	24	24.2%
6	11	11.1%
7	9	9.1%
None	2	2.0%
More than one response	1	1.0%
Evening most likely to use		
Monday	15	15.8%
Tuesday	8	8.4%
Wednesday	35	36.8%
Thursday	7	7.4%
Friday	11	11.6%
Saturday	7	7.4%
Sunday	1	1.1%
None	3	3.2%
More than one answer	8	8.4%
Satis. if nearby branch open		
Yes	31	31.6%
No	67	68.4%
Preferred closing hour		
7pm		
8pm	21	21.4%
9pm	66	67.3%
Other	11	11.2%
Programs for teenagers		
Not Important	17	18.3%
Somewhat Important	41	44.1%
Very Important	28	30.1%
Absolutely Critical	7	7.5%
Access to computer databases		
Not Important	10	11.0%
Somewhat Important	32	35.2%
Very Important	29	31.9%
Absolutely Critical	20	22.0%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Eureka Valley/Milk

	Number	Percent
Non-English language collections		
Not Important	21	23.6%
Somewhat Important	35	39.3%
Very Important	20	22.5%
Absolutely Critical	13	14.6%
Videotapes and recordings		
Not Important	11	11.7%
Somewhat Important	39	41.5%
Very Important	35	37.2%
Absolutely Critical	9	9.6%
Services for seniors		
Not Important	5	5.4%
Somewhat Important	32	34.4%
Very Important	37	39.8%
Absolutely Critical	19	20.4%
Services for adults		
Not Important	12	12.9%
Somewhat Important	39	41.9%
Very Important	29	31.2%
Absolutely Critical	13	14.0%
Increase evening hours		
Not Important	7	7.4%
Somewhat Important	34	36.2%
Very Important	34	36.2%
Absolutely Critical	19	20.2%
Increase week-end hours		
Not Important	7	7.4%
Somewhat Important	26	27.4%
Very Important	39	41.1%
Absolutely Critical	23	24.2%
Increase services		
Not Important	7	7.6%
Somewhat Important	44	47.8%
Very Important	29	31.5%
Absolutely Critical	12	13.0%
Increase books/materials		
Not Important	3	3.1%
Somewhat Important	18	18.8%
Very Important	37	38.5%
Absolutely Critical	38	39.6%
Age		
Under 18	1	1.0%
18-29	15	15.2%
30-39	33	33.3%
40-49	30	30.3%
50-64	14	14.1%
65+	6	6.1%
Ethnicity		
Chinese	2	2.1%
Japanese		

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Eureka Valley/Milk

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian		
White	80	84.2%
Black	3	3.2%
Latino	6	6.3%
Native American		
Mixed Race	3	3.2%
Other	1	1.1%
Education		
Not high school grad	2	2.0%
High school grad	2	2.0%
Some college	20	20.4%
College grad	29	29.6%
Post graduate	45	45.9%
Children at home?		
Yes	10	10.2%
No	88	89.8%
Sex		
Female	32	33.3%
Male	64	66.7%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Excelsior

	Number	Percent
Visits to branch library		
5 or less	21	22.6%
6-10	21	22.6%
11-20	10	10.8%
21-30	12	12.9%
31-50	14	15.1%
51+	15	16.1%
Monday afternoon		
Frequently	29	35.8%
Sometimes	33	40.7%
Seldom	9	11.1%
Never	10	12.3%
Tuesday afternoon		
Frequently	26	32.5%
Sometimes	30	37.5%
Seldom	14	17.5%
Never	10	12.5%
Wednesday afternoon		
Frequently	28	35.4%
Sometimes	35	44.3%
Seldom	9	11.4%
Never	7	8.9%
Thursday afternoon		
Frequently	22	28.6%
Sometimes	35	45.5%
Seldom	12	15.6%
Never	8	10.4%
Friday afternoon		
Frequently	23	31.1%
Sometimes	28	37.8%
Seldom	12	16.2%
Never	11	14.9%
Saturday afternoon		
Frequently	37	49.3%
Sometimes	22	29.3%
Seldom	11	14.7%
Never	5	6.7%
Sunday afternoon		
Frequently	27	35.5%
Sometimes	24	31.6%
Seldom	13	17.1%
Never	12	15.8%
Weekday mornings		
Frequently	21	28.0%
Sometimes	20	26.7%
Seldom	15	20.0%
Never	19	25.3%
Saturday morning		
Frequently	33	40.2%
Sometimes	26	31.7%
Seldom	9	11.0%
Never	14	17.1%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Excelsior

	Number	Percent
Sunday morning		
Frequently	15	20.3%
Sometimes	23	31.1%
Seldom	13	17.6%
Never	23	31.1%
Evenings		
Frequently	32	42.1%
Sometimes	24	31.6%
Seldom	11	14.5%
Never	9	11.8%
Evenings open per week		
0	3	3.1%
1	5	5.1%
2	16	16.3%
3	16	16.3%
4	10	10.2%
5	18	18.4%
6	10	10.2%
7	17	17.3%
None	2	2.0%
More than one response	1	1.0%
Evening most likely to use		
Monday	10	10.5%
Tuesday	8	8.4%
Wednesday	25	26.3%
Thursday	5	5.3%
Friday	19	20.0%
Saturday	8	8.4%
Sunday	3	3.2%
None	7	7.4%
More than one answer	10	10.5%
Satis. if nearby branch open		
Yes	40	43.5%
No	52	56.5%
Preferred closing hour		
7pm	2	2.1%
8pm	29	30.2%
9pm	58	60.4%
Other	7	7.3%
Programs for teenagers		
Not Important	2	2.3%
Somewhat Important	31	35.2%
Very Important	35	39.8%
Absolutely Critical	20	22.7%
Access to computer databases		
Not Important	4	4.6%
Somewhat Important	21	24.1%
Very Important	38	43.7%
Absolutely Critical	24	27.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Excelsior

	Number	Percent
Non-English language collections		
Not Important	18	20.5%
Somewhat Important	24	27.3%
Very Important	33	37.5%
Absolutely Critical	13	14.8%
Videotapes and recordings		
Not Important	8	9.1%
Somewhat Important	22	25.0%
Very Important	44	50.0%
Absolutely Critical	14	15.9%
Services for seniors		
Not Important	2	2.3%
Somewhat Important	22	25.3%
Very Important	40	46.0%
Absolutely Critical	23	26.4%
Services for adults		
Not Important	10	11.2%
Somewhat Important	31	34.8%
Very Important	37	41.6%
Absolutely Critical	11	12.4%
Increase evening hours		
Not Important	11	12.1%
Somewhat Important	33	36.3%
Very Important	36	39.6%
Absolutely Critical	11	12.1%
Increase week-end hours		
Not Important	3	3.3%
Somewhat Important	30	33.0%
Very Important	42	46.2%
Absolutely Critical	16	17.6%
Increase services		
Not Important	3	3.5%
Somewhat Important	25	29.4%
Very Important	42	49.4%
Absolutely Critical	15	17.6%
Increase books/materials		
Not Important		
Somewhat Important	11	12.0%
Very Important	53	57.6%
Absolutely Critical	28	30.4%
Age		
Under 18	12	12.4%
18-29	14	14.4%
30-39	18	18.6%
40-49	22	22.7%
50-64	14	14.4%
65+	17	17.5%
Ethnicity		
Chinese	6	6.3%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Excelsior

	Number	Percent
Filipino	10	10.4%
Vietnamese		
Korean		
Other Asian	3	3.1%
White	42	43.8%
Black	5	5.2%
Latino	16	16.7%
Native American		
Mixed Race	9	9.4%
Other	5	5.2%
Education		
Not high school grad	18	18.8%
High school grad	12	12.5%
Some college	37	38.5%
College grad	14	14.6%
Post graduate	15	15.6%
Children at home?		
Yes	36	39.1%
No	56	60.9%
Sex		
Female	54	58.1%
Male	39	41.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Glen Park

	Number	Percent
Visits to branch library		
5 or less	14	16.5%
6-10	11	12.9%
11-20	19	22.4%
21-30	21	24.7%
31-50	9	10.6%
51+	11	12.9%
Monday afternoon		
Frequently	30	36.6%
Sometimes	39	47.6%
Seldom	9	11.0%
Never	4	4.9%
Tuesday afternoon		
Frequently	30	39.0%
Sometimes	35	45.5%
Seldom	9	11.7%
Never	3	3.9%
Wednesday afternoon		
Frequently	31	38.8%
Sometimes	40	50.0%
Seldom	7	8.8%
Never	2	2.5%
Thursday afternoon		
Frequently	28	35.9%
Sometimes	38	48.7%
Seldom	8	10.3%
Never	4	5.1%
Friday afternoon		
Frequently	27	36.0%
Sometimes	29	38.7%
Seldom	13	17.3%
Never	6	8.0%
Saturday afternoon		
Frequently	40	51.3%
Sometimes	20	25.6%
Seldom	14	17.9%
Never	4	5.1%
Sunday afternoon		
Frequently	25	34.7%
Sometimes	21	29.2%
Seldom	15	20.8%
Never	11	15.3%
Weekday mornings		
Frequently	14	20.9%
Sometimes	14	20.9%
Seldom	25	37.3%
Never	14	20.9%
Saturday morning		
Frequently	26	36.1%
Sometimes	24	33.3%
Seldom	13	18.1%
Never	9	12.5%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Glen Park

	Number	Percent
Sunday morning		
Frequently	17	25.0%
Sometimes	15	22.1%
Seldom	18	26.5%
Never	18	26.5%
Evenings		
Frequently	46	57.5%
Sometimes	20	25.0%
Seldom	12	15.0%
Never	2	2.5%
Evenings open per week		
0	1	1.1%
1	5	5.5%
2	21	23.1%
3	18	19.8%
4	8	8.8%
5	21	23.1%
6	9	9.9%
7	6	6.6%
None	2	2.2%
More than one response		
Evening most likely to use		
Monday	5	5.7%
Tuesday	17	19.5%
Wednesday	36	41.4%
Thursday	11	12.6%
Friday	7	8.0%
Saturday	1	1.1%
Sunday	2	2.3%
None	1	1.1%
More than one answer	7	8.0%
Satis. if nearby branch open		
Yes	39	42.9%
No	52	57.1%
Preferred closing hour		
7pm	6	6.6%
8pm	30	33.0%
9pm	50	54.9%
Other	5	5.5%
Programs for teenagers		
Not Important	13	15.1%
Somewhat Important	22	25.6%
Very Important	35	40.7%
Absolutely Critical	16	18.6%
Access to computer databases		
Not Important	11	12.6%
Somewhat Important	20	23.0%
Very Important	44	50.6%
Absolutely Critical	12	13.8%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Glen Park

	Number	Percent
Non-English language collections		
Not Important	21	26.3%
Somewhat Important	24	30.0%
Very Important	27	33.8%
Absolutely Critical	8	10.0%
Videotapes and recordings		
Not Important	8	9.4%
Somewhat Important	27	31.8%
Very Important	35	41.2%
Absolutely Critical	15	17.6%
Services for seniors		
Not Important	10	11.5%
Somewhat Important	23	26.4%
Very Important	35	40.2%
Absolutely Critical	19	21.8%
Services for adults		
Not Important	14	16.3%
Somewhat Important	29	33.7%
Very Important	32	37.2%
Absolutely Critical	11	12.8%
Increase evening hours		
Not Important	7	8.1%
Somewhat Important	21	24.4%
Very Important	32	37.2%
Absolutely Critical	26	30.2%
Increase week-end hours		
Not Important	4	4.5%
Somewhat Important	21	23.6%
Very Important	39	43.8%
Absolutely Critical	25	28.1%
Increase services		
Not Important	11	13.3%
Somewhat Important	24	28.9%
Very Important	30	36.1%
Absolutely Critical	18	21.7%
Increase books/materials		
Not Important	3	3.5%
Somewhat Important	16	18.6%
Very Important	36	41.9%
Absolutely Critical	31	36.0%
Age		
Under 18	3	3.4%
18-29	16	18.0%
30-39	19	21.3%
40-49	31	34.8%
50-64	12	13.5%
65+	8	9.0%
Ethnicity		
Chinese	3	3.4%
Japanese	1	1.1%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Glen Park

	Number	Percent
Filipino	3	3.4%
Vietnamese		
Korean		
Other Asian		
White	65	73.0%
Black	4	4.5%
Latino	8	9.0%
Native American		
Mixed Race	4	4.5%
Other	1	1.1%
Education		
Not high school grad	3	3.4%
High school grad	4	4.5%
Some college	23	25.8%
College grad	25	28.1%
Post graduate	34	38.2%
Children at home?		
Yes	33	37.5%
No	55	62.5%
Sex		
Female	65	73.9%
Male	23	26.1%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Golden Gate Valley

	Number	Percent
Visits to branch library		
5 or less	16	18.2%
6-10	8	9.1%
11-20	19	21.6%
21-30	14	15.9%
31-50	9	10.2%
51+	22	25.0%
Monday afternoon		
Frequently	37	43.5%
Sometimes	31	36.5%
Seldom	14	16.5%
Never	3	3.5%
Tuesday afternoon		
Frequently	33	39.8%
Sometimes	38	45.8%
Seldom	10	12.0%
Never	2	2.4%
Wednesday afternoon		
Frequently	34	41.5%
Sometimes	34	41.5%
Seldom	13	15.9%
Never	1	1.2%
Thursday afternoon		
Frequently	28	35.4%
Sometimes	39	49.4%
Seldom	11	13.9%
Never	1	1.3%
Friday afternoon		
Frequently	30	38.5%
Sometimes	31	39.7%
Seldom	15	19.2%
Never	2	2.6%
Saturday afternoon		
Frequently	36	46.8%
Sometimes	23	29.9%
Seldom	14	18.2%
Never	4	5.2%
Sunday afternoon		
Frequently	23	32.4%
Sometimes	23	32.4%
Seldom	17	23.9%
Never	8	11.3%
Weekday mornings		
Frequently	19	26.4%
Sometimes	18	25.0%
Seldom	23	31.9%
Never	12	16.7%
Saturday morning		
Frequently	26	34.2%
Sometimes	17	22.4%
Seldom	20	26.3%
Never	13	17.1%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Golden Gate Valley

	Number	Percent
Sunday morning		
Frequently	16	22.9%
Sometimes	10	14.3%
Seldom	22	31.4%
Never	22	31.4%
Evenings		
Frequently	23	29.5%
Sometimes	35	44.9%
Seldom	12	15.4%
Never	8	10.3%
Evenings open per week		
0	1	1.0%
1	12	12.5%
2	25	26.0%
3	22	22.9%
4	10	10.4%
5	14	14.6%
6	4	4.2%
7	4	4.2%
None	2	2.1%
More than one response	2	2.1%
Evening most likely to use		
Monday	11	11.8%
Tuesday	7	7.5%
Wednesday	27	29.0%
Thursday	12	12.9%
Friday	10	10.8%
Saturday	3	3.2%
Sunday	4	4.3%
None	10	10.8%
More than one answer	9	9.7%
Satis. if nearby branch open		
Yes	44	46.8%
No	50	53.2%
Preferred closing hour		
7pm	6	6.5%
8pm	37	39.8%
9pm	46	49.5%
Other	4	4.3%
Programs for teenagers		
Not Important	22	24.7%
Somewhat Important	39	43.8%
Very Important	22	24.7%
Absolutely Critical	6	6.7%
Access to computer databases		
Not Important	19	21.3%
Somewhat Important	25	28.1%
Very Important	33	37.1%
Absolutely Critical	12	13.5%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Golden Gate Valley

	Number	Percent
Non-English language collections		
Not Important	30	33.3%
Somewhat Important	33	36.7%
Very Important	19	21.1%
Absolutely Critical	8	8.9%
Videotapes and recordings		
Not Important	16	18.0%
Somewhat Important	35	39.3%
Very Important	33	37.1%
Absolutely Critical	5	5.6%
Services for seniors		
Not Important	9	9.9%
Somewhat Important	19	20.9%
Very Important	41	45.1%
Absolutely Critical	22	24.2%
Services for adults		
Not Important	17	18.9%
Somewhat Important	38	42.2%
Very Important	27	30.0%
Absolutely Critical	8	8.9%
Increase evening hours		
Not Important	14	15.2%
Somewhat Important	33	35.9%
Very Important	29	31.5%
Absolutely Critical	16	17.4%
Increase week-end hours		
Not Important	11	12.1%
Somewhat Important	32	35.2%
Very Important	31	34.1%
Absolutely Critical	17	18.7%
Increase services		
Not Important	13	14.9%
Somewhat Important	43	49.4%
Very Important	24	27.6%
Absolutely Critical	7	8.0%
Increase books/materials		
Not Important	6	6.5%
Somewhat Important	13	14.0%
Very Important	36	38.7%
Absolutely Critical	38	40.9%
Age		
Under 18	2	2.1%
18-29	9	9.4%
30-39	15	15.6%
40-49	20	20.8%
50-64	24	25.0%
65+	26	27.1%
Ethnicity		
Chinese	7	7.5%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Golden Gate Valley

	Number	Percent
Filipino	1	1.1%
Vietnamese		
Korean		
Other Asian		
White	79	84.9%
Black	1	1.1%
Latino	3	3.2%
Native American		
Mixed Race	1	1.1%
Other	1	1.1%
Education		
Not high school grad	2	2.1%
High school grad	2	2.1%
Some college	20	21.1%
College grad	32	33.7%
Post graduate	39	41.1%
Children at home?		
Yes	8	8.3%
No	88	91.7%
Sex		
Female	58	61.1%
Male	37	38.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Hearing Impaired

	Number	Percent
Visits to branch library		
5 or less	1	12.5%
6-10		
11-20	2	25.0%
21-30	3	37.5%
31-50		
51+	2	25.0%
Monday afternoon		
Frequently	6	85.7%
Sometimes		
Seldom	1	14.3%
Never		
Tuesday afternoon		
Frequently	3	42.9%
Sometimes	4	57.1%
Seldom		
Never		
Wednesday afternoon		
Frequently	3	60.0%
Sometimes	2	40.0%
Seldom		
Never		
Thursday afternoon		
Frequently	4	57.1%
Sometimes	3	42.9%
Seldom		
Never		
Friday afternoon		
Frequently	3	42.9%
Sometimes	3	42.9%
Seldom	1	14.3%
Never		
Saturday afternoon		
Frequently	3	60.0%
Sometimes	1	20.0%
Seldom	1	20.0%
Never		
Sunday afternoon		
Frequently	2	66.7%
Sometimes	1	33.3%
Seldom		
Never		
Weekday mornings		
Frequently	1	25.0%
Sometimes	2	50.0%
Seldom		
Never	1	25.0%
Saturday morning		
Frequently		
Sometimes	2	50.0%
Seldom	2	50.0%
Never		

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Hearing Impaired

	Number	Percent
Sunday morning		
Frequently		
Sometimes	2	66.7%
Seldom	1	33.3%
Never		
Evenings		
Frequently	4	57.1%
Sometimes	3	42.9%
Seldom		
Never		
Evenings open per week		
0		
1		
2	2	22.2%
3		
4	2	22.2%
5	3	33.3%
6		
7	2	22.2%
None		
More than one response		
Evening most likely to use		
Monday	1	11.1%
Tuesday	2	22.2%
Wednesday	1	11.1%
Thursday	2	22.2%
Friday		
Saturday	2	22.2%
Sunday		
None		
More than one answer	1	11.1%
Satis. if nearby branch open		
Yes	3	33.3%
No	6	66.7%
Preferred closing hour		
7pm		
8pm		
9pm	9	100.0%
Other		
Programs for teenagers		
Not Important		
Somewhat Important	1	16.7%
Very Important	2	33.3%
Absolutely Critical	3	50.0%
Access to computer databases		
Not Important		
Somewhat Important	1	14.3%
Very Important	4	57.1%
Absolutely Critical	2	28.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Hearing Impaired

	Number	Percent
Non-English language collections		
Not Important		
Somewhat Important		
Very Important	4	66.7%
Absolutely Critical	2	33.3%
Videotapes and recordings		
Not Important		
Somewhat Important		
Very Important	4	44.4%
Absolutely Critical	5	55.6%
Services for seniors		
Not Important		
Somewhat Important	1	11.1%
Very Important	5	55.6%
Absolutely Critical	3	33.3%
Services for adults		
Not Important		
Somewhat Important	2	28.6%
Very Important	2	28.6%
Absolutely Critical	3	42.9%
Increase evening hours		
Not Important		
Somewhat Important	1	12.5%
Very Important	4	50.0%
Absolutely Critical	3	37.5%
Increase week-end hours		
Not Important		
Somewhat Important	1	16.7%
Very Important	4	66.7%
Absolutely Critical	1	16.7%
Increase services		
Not Important		
Somewhat Important	2	33.3%
Very Important	1	16.7%
Absolutely Critical	3	50.0%
Increase books/materials		
Not Important		
Somewhat Important		
Very Important	3	33.3%
Absolutely Critical	6	66.7%
Age		
Under 18		
18-29	3	33.3%
30-39	3	33.3%
40-49	2	22.2%
50-64		
65+	1	11.1%
Ethnicity		
Chinese		
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Hearing Impaired

	Number	Percent
Filipino		
Vietnamese		
Korean	1	11.1%
Other Asian		
White	6	66.7%
Black	1	11.1%
Latino	1	11.1%
Native American		
Mixed Race		
Other		
Education		
Not high school grad		
High school grad	2	22.2%
Some college	3	33.3%
College grad	3	33.3%
Post graduate	1	11.1%
Children at home?		
Yes	1	11.1%
No	8	88.9%
Sex		
Female	3	33.3%
Male	6	66.7%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Ingleside

	Number	Percent
Visits to branch library		
5 or less	24	25.3%
6-10	10	10.5%
11-20	20	21.1%
21-30	21	22.1%
31-50	7	7.4%
51+	13	13.7%
Monday afternoon		
Frequently	29	34.9%
Sometimes	32	38.6%
Seldom	11	13.3%
Never	11	13.3%
Tuesday afternoon		
Frequently	26	31.7%
Sometimes	47	57.3%
Seldom	7	8.5%
Never	2	2.4%
Wednesday afternoon		
Frequently	27	32.5%
Sometimes	47	56.6%
Seldom	8	9.6%
Never	1	1.2%
Thursday afternoon		
Frequently	27	33.8%
Sometimes	43	53.8%
Seldom	8	10.0%
Never	2	2.5%
Friday afternoon		
Frequently	31	39.7%
Sometimes	32	41.0%
Seldom	14	17.9%
Never	1	1.3%
Saturday afternoon		
Frequently	33	42.9%
Sometimes	21	27.3%
Seldom	13	16.9%
Never	10	13.0%
Sunday afternoon		
Frequently	16	23.5%
Sometimes	19	27.9%
Seldom	15	22.1%
Never	18	26.5%
Weekday mornings		
Frequently	11	15.5%
Sometimes	24	33.8%
Seldom	17	23.9%
Never	19	26.8%
Saturday morning		
Frequently	18	25.4%
Sometimes	25	35.2%
Seldom	16	22.5%
Never	12	16.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ingleside

	Number	Percent
Sunday morning		
Frequently	10	14.3%
Sometimes	18	25.7%
Seldom	18	25.7%
Never	24	34.3%
Evenings		
Frequently	19	26.4%
Sometimes	23	31.9%
Seldom	14	19.4%
Never	16	22.2%
Evenings open per week		
0		
1	13	13.1%
2	13	13.1%
3	18	18.2%
4	11	11.1%
5	16	16.2%
6	7	7.1%
7	8	8.1%
None	13	13.1%
More than one response		
Evening most likely to use		
Monday	11	11.3%
Tuesday	6	6.2%
Wednesday	19	19.6%
Thursday	13	13.4%
Friday	11	11.3%
Saturday	4	4.1%
Sunday	1	1.0%
None	22	22.7%
More than one answer	10	10.3%
Satis. if nearby branch open		
Yes	55	55.6%
No	44	44.4%
Preferred closing hour		
7pm	23	23.7%
8pm	29	29.9%
9pm	31	32.0%
Other	14	14.4%
Programs for teenagers		
Not Important	13	13.7%
Somewhat Important	17	17.9%
Very Important	45	47.4%
Absolutely Critical	20	21.1%
Access to computer databases		
Not Important	12	12.2%
Somewhat Important	23	23.5%
Very Important	32	32.7%
Absolutely Critical	31	31.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ingleside

	Number	Percent
Non-English language collections		
Not Important	18	18.8%
Somewhat Important	28	29.2%
Very Important	32	33.3%
Absolutely Critical	18	18.8%
Videotapes and recordings		
Not Important	9	9.7%
Somewhat Important	28	30.1%
Very Important	39	41.9%
Absolutely Critical	17	18.3%
Services for seniors		
Not Important	7	7.6%
Somewhat Important	23	25.0%
Very Important	47	51.1%
Absolutely Critical	15	16.3%
Services for adults		
Not Important	10	10.3%
Somewhat Important	37	38.1%
Very Important	38	39.2%
Absolutely Critical	12	12.4%
Increase evening hours		
Not Important	24	24.7%
Somewhat Important	34	35.1%
Very Important	25	25.8%
Absolutely Critical	14	14.4%
Increase week-end hours		
Not Important	13	14.0%
Somewhat Important	20	21.5%
Very Important	38	40.9%
Absolutely Critical	22	23.7%
Increase services		
Not Important	9	9.6%
Somewhat Important	27	28.7%
Very Important	39	41.5%
Absolutely Critical	19	20.2%
Increase books/materials		
Not Important	4	4.3%
Somewhat Important	14	14.9%
Very Important	44	46.8%
Absolutely Critical	32	34.0%
Age		
Under 18	14	14.1%
18-29	12	12.1%
30-39	25	25.3%
40-49	20	20.2%
50-64	14	14.1%
65+	14	14.1%
Ethnicity		
Chinese	17	17.5%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ingleside

	Number	Percent
Filipino	7	7.2%
Vietnamese	2	2.1%
Korean		
Other Asian		
White	39	40.2%
Black	17	17.5%
Latino	5	5.2%
Native American		
Mixed Race	4	4.1%
Other	6	6.2%
Education		
Not high school grad	15	15.5%
High school grad	13	13.4%
Some college	34	35.1%
College grad	27	27.8%
Post graduate	8	8.2%
Children at home?		
Yes	44	44.9%
No	54	55.1%
Sex		
Female	69	70.4%
Male	29	29.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Blind

	Number	Percent
Visits to branch library		
5 or less	5	27.8%
6-10	4	22.2%
11-20	5	27.8%
21-30		
31-50	2	11.1%
51+	2	11.1%
Monday afternoon		
Frequently	4	19.0%
Sometimes	9	42.9%
Seldom	3	14.3%
Never	5	23.8%
Tuesday afternoon		
Frequently	4	20.0%
Sometimes	9	45.0%
Seldom	1	5.0%
Never	6	30.0%
Wednesday afternoon		
Frequently	3	14.3%
Sometimes	6	28.6%
Seldom	3	14.3%
Never	9	42.9%
Thursday afternoon		
Frequently	3	14.3%
Sometimes	7	33.3%
Seldom	2	9.5%
Never	9	42.9%
Friday afternoon		
Frequently	3	15.0%
Sometimes	5	25.0%
Seldom	3	15.0%
Never	9	45.0%
Saturday afternoon		
Frequently	3	15.0%
Sometimes	4	20.0%
Seldom	7	35.0%
Never	6	30.0%
Sunday afternoon		
Frequently	1	4.8%
Sometimes	3	14.3%
Seldom	6	28.6%
Never	11	52.4%
Weekday mornings		
Frequently	4	20.0%
Sometimes	5	25.0%
Seldom	3	15.0%
Never	8	40.0%
Saturday morning		
Frequently	2	10.0%
Sometimes	6	30.0%
Seldom	5	25.0%
Never	7	35.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Blind

	Number	Percent
Sunday morning		
Frequently		
Sometimes		
Seldom	5	25.0%
Never	15	75.0%
Evenings		
Frequently	1	4.8%
Sometimes	5	23.8%
Seldom	2	9.5%
Never	13	61.9%
Evenings open per week		
0	1	4.8%
1	3	14.3%
2	1	4.8%
3	6	28.6%
4	3	14.3%
5	2	9.5%
6	1	4.8%
7	2	9.5%
None	2	9.5%
More than one response		
Evening most likely to use		
Monday	5	26.3%
Tuesday	2	10.5%
Wednesday	4	21.1%
Thursday		
Friday	3	15.8%
Saturday	2	10.5%
Sunday	1	5.3%
None	2	10.5%
More than one answer		
Satis. if nearby branch open		
Yes	13	61.9%
No	8	38.1%
Preferred closing hour		
7pm	4	19.0%
8pm	6	28.6%
9pm	8	38.1%
Other	3	14.3%
Programs for teenagers		
Not Important	3	15.0%
Somewhat Important	3	15.0%
Very Important	8	40.0%
Absolutely Critical	6	30.0%
Access to computer databases		
Not Important	3	15.0%
Somewhat Important	1	5.0%
Very Important	6	30.0%
Absolutely Critical	10	50.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Blind

	Number	Percent
Non-English language collections		
Not Important	4	20.0%
Somewhat Important	4	20.0%
Very Important	9	45.0%
Absolutely Critical	3	15.0%
Videotapes and recordings		
Not Important		
Somewhat Important	4	20.0%
Very Important	10	50.0%
Absolutely Critical	6	30.0%
Services for seniors		
Not Important	1	5.0%
Somewhat Important	3	15.0%
Very Important	8	40.0%
Absolutely Critical	8	40.0%
Services for adults		
Not Important	2	10.0%
Somewhat Important	5	25.0%
Very Important	6	30.0%
Absolutely Critical	7	35.0%
Increase evening hours		
Not Important	9	45.0%
Somewhat Important	7	35.0%
Very Important	3	15.0%
Absolutely Critical	1	5.0%
Increase week-end hours		
Not Important	5	25.0%
Somewhat Important	7	35.0%
Very Important	5	25.0%
Absolutely Critical	3	15.0%
Increase services		
Not Important		
Somewhat Important	3	15.0%
Very Important	11	55.0%
Absolutely Critical	6	30.0%
Increase books/materials		
Not Important		
Somewhat Important	4	20.0%
Very Important	6	30.0%
Absolutely Critical	10	50.0%
Age		
Under 18	2	10.0%
18-29	1	5.0%
30-39	2	10.0%
40-49	3	15.0%
50-64	5	25.0%
65+	7	35.0%
Ethnicity		
Chinese		
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Blind

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian		
White	13	65.0%
Black	2	10.0%
Latino	3	15.0%
Native American		
Mixed Race		
Other	2	10.0%
Education		
Not high school grad	3	15.0%
High school grad	2	10.0%
Some college	8	40.0%
College grad	2	10.0%
Post graduate	5	25.0%
Children at home?		
Yes	1	5.0%
No	19	95.0%
Sex		
Female	11	55.0%
Male	9	45.0%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Main

	Number	Percent
Visits to branch library		
5 or less	31	25.8%
6-10	13	10.8%
11-20	25	20.8%
21-30	9	7.5%
31-50	15	12.5%
51+	27	22.5%
Monday afternoon		
Frequently	31	27.7%
Sometimes	50	44.6%
Seldom	22	19.6%
Never	9	8.0%
Tuesday afternoon		
Frequently	29	26.6%
Sometimes	53	48.6%
Seldom	18	16.5%
Never	9	8.3%
Wednesday afternoon		
Frequently	35	30.7%
Sometimes	50	43.9%
Seldom	16	14.0%
Never	13	11.4%
Thursday afternoon		
Frequently	32	29.4%
Sometimes	48	44.0%
Seldom	19	17.4%
Never	10	9.2%
Friday afternoon		
Frequently	29	26.9%
Sometimes	47	43.5%
Seldom	23	21.3%
Never	9	8.3%
Saturday afternoon		
Frequently	46	41.4%
Sometimes	46	41.4%
Seldom	17	15.3%
Never	2	1.8%
Sunday afternoon		
Frequently	34	32.4%
Sometimes	41	39.0%
Seldom	21	20.0%
Never	9	8.6%
Weekday mornings		
Frequently	30	28.8%
Sometimes	37	35.6%
Seldom	24	23.1%
Never	13	12.5%
Saturday morning		
Frequently	38	34.5%
Sometimes	48	43.6%
Seldom	18	16.4%
Never	6	5.5%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Main

	Number	Percent
Sunday morning		
Frequently	23	22.3%
Sometimes	33	32.0%
Seldom	29	28.2%
Never	18	17.5%
Evenings		
Frequently	53	46.5%
Sometimes	40	35.1%
Seldom	16	14.0%
Never	5	4.4%
Evenings open per week		
0	2	1.6%
1	1	.8%
2	20	15.7%
3	24	18.9%
4	11	8.7%
5	22	17.3%
6	12	9.4%
7	32	25.2%
None	1	.8%
More than one response	2	1.6%
Evening most likely to use		
Monday	10	8.3%
Tuesday	26	21.5%
Wednesday	22	18.2%
Thursday	12	9.9%
Friday	14	11.6%
Saturday	10	8.3%
Sunday	6	5.0%
None	10	8.3%
More than one answer	11	9.1%
Satis. if nearby branch open		
Yes	56	45.5%
No	67	54.5%
Preferred closing hour		
7pm	6	4.8%
8pm	19	15.1%
9pm	90	71.4%
Other	11	8.7%
Programs for teenagers		
Not Important	16	13.8%
Somewhat Important	36	31.0%
Very Important	44	37.9%
Absolutely Critical	20	17.2%
Access to computer databases		
Not Important	9	7.8%
Somewhat Important	27	23.5%
Very Important	52	45.2%
Absolutely Critical	27	23.5%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Main

	Number	Percent
Non-English language collections		
Not Important	11	9.6%
Somewhat Important	38	33.3%
Very Important	48	42.1%
Absolutely Critical	17	14.9%
Videotapes and recordings		
Not Important	11	9.6%
Somewhat Important	37	32.2%
Very Important	44	38.3%
Absolutely Critical	23	20.0%
Services for seniors		
Not Important	5	4.3%
Somewhat Important	28	24.3%
Very Important	49	42.6%
Absolutely Critical	33	28.7%
Services for adults		
Not Important	11	9.6%
Somewhat Important	42	36.8%
Very Important	42	36.8%
Absolutely Critical	19	16.7%
Increase evening hours		
Not Important	11	9.4%
Somewhat Important	34	29.1%
Very Important	41	35.0%
Absolutely Critical	31	26.5%
Increase week-end hours		
Not Important	12	10.6%
Somewhat Important	36	31.9%
Very Important	33	29.2%
Absolutely Critical	32	28.3%
Increase services		
Not Important	9	8.0%
Somewhat Important	41	36.3%
Very Important	42	37.2%
Absolutely Critical	21	18.6%
Increase books/materials		
Not Important	3	2.6%
Somewhat Important	19	16.4%
Very Important	40	34.5%
Absolutely Critical	54	46.6%
Age		
Under 18	4	3.4%
18-29	33	28.0%
30-39	32	27.1%
40-49	19	16.1%
50-64	20	16.9%
65+	10	8.5%
Ethnicity		
Chinese	11	9.5%
Japanese	1	.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Main

	Number	Percent
Filipino	1	.9%
Vietnamese	2	1.7%
Korean		
Other Asian	2	1.7%
White	70	60.3%
Black	11	9.5%
Latino	8	6.9%
Native American	1	.9%
Mixed Race	4	3.4%
Other	5	4.3%
Education		
Not high school grad	5	4.3%
High school grad	8	6.8%
Some college	30	25.6%
College grad	42	35.9%
Post graduate	32	27.4%
Children at home?		
Yes	24	20.5%
No	93	79.5%
Sex		
Female	39	33.9%
Male	76	66.1%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Marina

	Number	Percent
Visits to branch library		
5 or less	13	13.7%
6-10	12	12.6%
11-20	26	27.4%
21-30	11	11.6%
31-50	16	16.8%
51+	17	17.9%
Monday afternoon		
Frequently	20	22.7%
Sometimes	37	42.0%
Seldom	18	20.5%
Never	13	14.8%
Tuesday afternoon		
Frequently	27	30.3%
Sometimes	33	37.1%
Seldom	15	16.9%
Never	14	15.7%
Wednesday afternoon		
Frequently	30	33.0%
Sometimes	35	38.5%
Seldom	13	14.3%
Never	13	14.3%
Thursday afternoon		
Frequently	29	33.7%
Sometimes	32	37.2%
Seldom	14	16.3%
Never	11	12.8%
Friday afternoon		
Frequently	29	33.3%
Sometimes	31	35.6%
Seldom	17	19.5%
Never	10	11.5%
Saturday afternoon		
Frequently	35	38.9%
Sometimes	35	38.9%
Seldom	17	18.9%
Never	3	3.3%
Sunday afternoon		
Frequently	32	37.2%
Sometimes	28	32.6%
Seldom	14	16.3%
Never	12	14.0%
Weekday mornings		
Frequently	25	29.8%
Sometimes	20	23.8%
Seldom	19	22.6%
Never	20	23.8%
Saturday morning		
Frequently	29	33.7%
Sometimes	29	33.7%
Seldom	16	18.6%
Never	12	14.0%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Marina

	Number	Percent
Sunday morning		
Frequently	15	18.5%
Sometimes	26	32.1%
Seldom	16	19.8%
Never	24	29.6%
Evenings		
Frequently	45	48.9%
Sometimes	31	33.7%
Seldom	9	9.8%
Never	7	7.6%
Evenings open per week		
0	2	2.0%
1	7	6.9%
2	25	24.8%
3	28	27.7%
4	9	8.9%
5	18	17.8%
6	4	4.0%
7	6	5.9%
None	2	2.0%
More than one response		
Evening most likely to use		
Monday	8	8.1%
Tuesday	9	9.1%
Wednesday	37	37.4%
Thursday	10	10.1%
Friday	6	6.1%
Saturday	6	6.1%
Sunday	4	4.0%
None	12	12.1%
More than one answer	7	7.1%
Satis. if nearby branch open		
Yes	44	44.9%
No	54	55.1%
Preferred closing hour		
7pm	1	1.0%
8pm	24	24.0%
9pm	66	66.0%
Other	9	9.0%
Programs for teenagers		
Not Important	19	20.0%
Somewhat Important	42	44.2%
Very Important	25	26.3%
Absolutely Critical	9	9.5%
Access to computer databases		
Not Important	16	17.0%
Somewhat Important	28	29.8%
Very Important	39	41.5%
Absolutely Critical	11	11.7%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Marina

	Number	Percent
Non-English language collections		
Not Important	34	37.0%
Somewhat Important	27	29.3%
Very Important	28	30.4%
Absolutely Critical	3	3.3%
Videotapes and recordings		
Not Important	14	14.6%
Somewhat Important	40	41.7%
Very Important	36	37.5%
Absolutely Critical	6	6.3%
Services for seniors		
Not Important	11	11.2%
Somewhat Important	30	30.6%
Very Important	46	46.9%
Absolutely Critical	11	11.2%
Services for adults		
Not Important	19	19.6%
Somewhat Important	44	45.4%
Very Important	27	27.8%
Absolutely Critical	7	7.2%
Increase evening hours		
Not Important	15	15.6%
Somewhat Important	32	33.3%
Very Important	30	31.3%
Absolutely Critical	19	19.8%
Increase week-end hours		
Not Important	13	14.1%
Somewhat Important	32	34.8%
Very Important	31	33.7%
Absolutely Critical	16	17.4%
Increase services		
Not Important	15	16.1%
Somewhat Important	43	46.2%
Very Important	29	31.2%
Absolutely Critical	6	6.5%
Increase books/materials		
Not Important	6	6.3%
Somewhat Important	16	16.8%
Very Important	43	45.3%
Absolutely Critical	30	31.6%
Age		
Under 18	2	2.0%
18-29	17	17.2%
30-39	22	22.2%
40-49	22	22.2%
50-64	17	17.2%
65+	19	19.2%
Ethnicity		
Chinese	12	12.4%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Marina

	Number	Percent
Filipino	1	1.0%
Vietnamese	1	1.0%
Korean		
Other Asian		
White	78	80.4%
Black	3	3.1%
Latino	1	1.0%
Native American		
Mixed Race	1	1.0%
Other		
Education		
Not high school grad	4	4.0%
High school grad	5	5.0%
Some college	19	19.0%
College grad	36	36.0%
Post graduate	36	36.0%
Children at home?		
Yes	13	13.0%
No	87	87.0%
Sex		
Female	51	51.5%
Male	48	48.5%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Merced

	Number	Percent
Visits to branch library		
5 or less	25	26.6%
6-10	9	9.6%
11-20	19	20.2%
21-30	15	16.0%
31-50	14	14.9%
51+	12	12.8%
Monday afternoon		
Frequently	24	27.9%
Sometimes	43	50.0%
Seldom	13	15.1%
Never	6	7.0%
Tuesday afternoon		
Frequently	23	27.1%
Sometimes	45	52.9%
Seldom	11	12.9%
Never	6	7.1%
Wednesday afternoon		
Frequently	27	31.8%
Sometimes	43	50.6%
Seldom	10	11.8%
Never	5	5.9%
Thursday afternoon		
Frequently	22	26.5%
Sometimes	41	49.4%
Seldom	14	16.9%
Never	6	7.2%
Friday afternoon		
Frequently	21	25.0%
Sometimes	35	41.7%
Seldom	21	25.0%
Never	7	8.3%
Saturday afternoon		
Frequently	33	40.7%
Sometimes	25	30.9%
Seldom	14	17.3%
Never	9	11.1%
Sunday afternoon		
Frequently	25	34.7%
Sometimes	21	29.2%
Seldom	13	18.1%
Never	13	18.1%
Weekday mornings		
Frequently	22	28.6%
Sometimes	20	26.0%
Seldom	22	28.6%
Never	13	16.9%
Saturday morning		
Frequently	34	41.0%
Sometimes	20	24.1%
Seldom	12	14.5%
Never	17	20.5%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Merced

	Number	Percent
Sunday morning		
Frequently	19	26.4%
Sometimes	10	13.9%
Seldom	19	26.4%
Never	24	33.3%
Evenings		
Frequently	37	47.4%
Sometimes	18	23.1%
Seldom	15	19.2%
Never	8	10.3%
Evenings open per week		
0	6	5.9%
1	5	5.0%
2	14	13.9%
3	24	23.8%
4	8	7.9%
5	15	14.9%
6	8	7.9%
7	16	15.8%
None	4	4.0%
More than one response	1	1.0%
Evening most likely to use		
Monday	7	7.3%
Tuesday	7	7.3%
Wednesday	31	32.3%
Thursday	10	10.4%
Friday	16	16.7%
Saturday	6	6.3%
Sunday	2	2.1%
None	11	11.5%
More than one answer	6	6.3%
Satis. if nearby branch open		
Yes	61	62.2%
No	37	37.8%
Preferred closing hour		
7pm	7	7.1%
8pm	15	15.3%
9pm	62	63.3%
Other	14	14.3%
Programs for teenagers		
Not Important	18	20.2%
Somewhat Important	24	27.0%
Very Important	36	40.4%
Absolutely Critical	11	12.4%
Access to computer databases		
Not Important	13	14.4%
Somewhat Important	21	23.3%
Very Important	42	46.7%
Absolutely Critical	14	15.6%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Merced

	Number	Percent
Non-English language collections		
Not Important	23	25.3%
Somewhat Important	35	38.5%
Very Important	25	27.5%
Absolutely Critical	8	8.8%
Videotapes and recordings		
Not Important	14	15.2%
Somewhat Important	34	37.0%
Very Important	30	32.6%
Absolutely Critical	14	15.2%
Services for seniors		
Not Important	8	8.7%
Somewhat Important	26	28.3%
Very Important	39	42.4%
Absolutely Critical	19	20.7%
Services for adults		
Not Important	14	15.1%
Somewhat Important	37	39.8%
Very Important	33	35.5%
Absolutely Critical	9	9.7%
Increase evening hours		
Not Important	14	15.4%
Somewhat Important	26	28.6%
Very Important	36	39.6%
Absolutely Critical	15	16.5%
Increase week-end hours		
Not Important	12	13.0%
Somewhat Important	26	28.3%
Very Important	36	39.1%
Absolutely Critical	18	19.6%
Increase services		
Not Important	14	15.9%
Somewhat Important	30	34.1%
Very Important	34	38.6%
Absolutely Critical	10	11.4%
Increase books/materials		
Not Important	1	1.1%
Somewhat Important	14	15.6%
Very Important	33	36.7%
Absolutely Critical	42	46.7%
Age		
Under 18	8	8.3%
18-29	12	12.5%
30-39	19	19.8%
40-49	12	12.5%
50-64	24	25.0%
65+	21	21.9%
Ethnicity		
Chinese	13	14.6%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Merced

	Number	Percent
Filipino	4	4.5%
Vietnamese	1	1.1%
Korean	3	3.4%
Other Asian	1	1.1%
White	49	55.1%
Black	6	6.7%
Latino	2	2.2%
Native American		
Mixed Race	2	2.2%
Other	8	9.0%
Education		
Not high school grad	8	8.3%
High school grad	4	4.2%
Some college	17	17.7%
College grad	32	33.3%
Post graduate	35	36.5%
Children at home?		
Yes	29	30.5%
No	66	69.5%
Sex		
Female	57	60.0%
Male	38	40.0%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Mission

	Number	Percent
Visits to branch library		
5 or less	17	19.5%
6-10	12	13.8%
11-20	14	16.1%
21-30	9	10.3%
31-50	21	24.1%
51+	14	16.1%
Monday afternoon		
Frequently	32	41.0%
Sometimes	28	35.9%
Seldom	12	15.4%
Never	6	7.7%
Tuesday afternoon		
Frequently	24	34.8%
Sometimes	27	39.1%
Seldom	13	18.8%
Never	5	7.2%
Wednesday afternoon		
Frequently	28	38.4%
Sometimes	28	38.4%
Seldom	13	17.8%
Never	4	5.5%
Thursday afternoon		
Frequently	23	31.5%
Sometimes	30	41.1%
Seldom	14	19.2%
Never	6	8.2%
Friday afternoon		
Frequently	23	33.3%
Sometimes	26	37.7%
Seldom	14	20.3%
Never	6	8.7%
Saturday afternoon		
Frequently	47	59.5%
Sometimes	19	24.1%
Seldom	8	10.1%
Never	5	6.3%
Sunday afternoon		
Frequently	28	42.4%
Sometimes	19	28.8%
Seldom	8	12.1%
Never	11	16.7%
Weekday mornings		
Frequently	16	24.2%
Sometimes	20	30.3%
Seldom	16	24.2%
Never	14	21.2%
Saturday morning		
Frequently	31	44.3%
Sometimes	17	24.3%
Seldom	11	15.7%
Never	11	15.7%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Mission

	Number	Percent
Sunday morning		
Frequently	24	35.8%
Sometimes	14	20.9%
Seldom	15	22.4%
Never	14	20.9%
Evenings		
Frequently	45	61.6%
Sometimes	18	24.7%
Seldom	4	5.5%
Never	6	8.2%
Evenings open per week		
0	4	4.0%
1	2	2.0%
2	7	6.9%
3	24	23.8%
4	10	9.9%
5	19	18.8%
6	11	10.9%
7	18	17.8%
None	3	3.0%
More than one response	3	3.0%
Evening most likely to use		
Monday	13	14.0%
Tuesday	6	6.5%
Wednesday	21	22.6%
Thursday	7	7.5%
Friday	10	10.8%
Saturday	13	14.0%
Sunday	7	7.5%
None	1	1.1%
More than one answer	15	16.1%
Satis. if nearby branch open		
Yes	47	49.0%
No	49	51.0%
Preferred closing hour		
7pm	9	9.3%
8pm	17	17.5%
9pm	63	64.9%
Other	8	8.2%
Programs for teenagers		
Not Important	4	4.3%
Somewhat Important	13	14.1%
Very Important	53	57.6%
Absolutely Critical	22	23.9%
Access to computer databases		
Not Important	4	4.4%
Somewhat Important	18	19.8%
Very Important	46	50.5%
Absolutely Critical	23	25.3%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Mission

	Number	Percent
Non-English language collections		
Not Important	4	4.8%
Somewhat Important	10	11.9%
Very Important	46	54.8%
Absolutely Critical	24	28.6%
Videotapes and recordings		
Not Important	5	6.0%
Somewhat Important	19	22.9%
Very Important	43	51.8%
Absolutely Critical	16	19.3%
Services for seniors		
Not Important	4	4.7%
Somewhat Important	13	15.3%
Very Important	44	51.8%
Absolutely Critical	24	28.2%
Services for adults		
Not Important	8	9.2%
Somewhat Important	22	25.3%
Very Important	43	49.4%
Absolutely Critical	14	16.1%
Increase evening hours		
Not Important	6	6.6%
Somewhat Important	25	27.5%
Very Important	44	48.4%
Absolutely Critical	16	17.6%
Increase week-end hours		
Not Important	3	3.4%
Somewhat Important	20	22.5%
Very Important	50	56.2%
Absolutely Critical	16	18.0%
Increase services		
Not Important	5	5.7%
Somewhat Important	15	17.0%
Very Important	51	58.0%
Absolutely Critical	17	19.3%
Increase books/materials		
Not Important	2	2.2%
Somewhat Important	12	13.3%
Very Important	43	47.8%
Absolutely Critical	33	36.7%
Age		
Under 18	6	6.4%
18-29	28	29.8%
30-39	34	36.2%
40-49	16	17.0%
50-64	10	10.6%
65+		
Ethnicity		
Chinese	1	1.1%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Mission

	Number	Percent
Filipino	1	1.1%
Vietnamese		
Korean	1	1.1%
Other Asian	1	1.1%
White	32	33.7%
Black	5	5.3%
Latino	46	48.4%
Native American		
Mixed Race	5	5.3%
Other	3	3.2%
Education		
Not high school grad	16	16.5%
High school grad	12	12.4%
Some college	17	17.5%
College grad	34	35.1%
Post graduate	18	18.6%
Children at home?		
Yes	38	39.6%
No	58	60.4%
Sex		
Female	44	48.4%
Male	47	51.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Noe Valley/Brunn

	Number	Percent
Visits to branch library		
5 or less	22	23.4%
6-10	18	19.1%
11-20	19	20.2%
21-30	14	14.9%
31-50	15	16.0%
51+	6	6.4%
Monday afternoon		
Frequently	16	18.6%
Sometimes	41	47.7%
Seldom	17	19.8%
Never	12	14.0%
Tuesday afternoon		
Frequently	13	15.5%
Sometimes	42	50.0%
Seldom	19	22.6%
Never	10	11.9%
Wednesday afternoon		
Frequently	14	16.5%
Sometimes	42	49.4%
Seldom	17	20.0%
Never	12	14.1%
Thursday afternoon		
Frequently	12	14.3%
Sometimes	44	52.4%
Seldom	20	23.8%
Never	8	9.5%
Friday afternoon		
Frequently	17	21.0%
Sometimes	34	42.0%
Seldom	20	24.7%
Never	10	12.3%
Saturday afternoon		
Frequently	44	51.8%
Sometimes	31	36.5%
Seldom	7	8.2%
Never	3	3.5%
Sunday afternoon		
Frequently	34	43.0%
Sometimes	25	31.6%
Seldom	10	12.7%
Never	10	12.7%
Weekday mornings		
Frequently	15	18.8%
Sometimes	21	26.3%
Seldom	27	33.8%
Never	17	21.3%
Saturday morning		
Frequently	31	36.0%
Sometimes	33	38.4%
Seldom	16	18.6%
Never	6	7.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Noe Valley/Brunn

	Number	Percent
Sunday morning		
Frequently	22	25.6%
Sometimes	25	29.1%
Seldom	23	26.7%
Never	16	18.6%
Evenings		
Frequently	53	60.2%
Sometimes	27	30.7%
Seldom	4	4.5%
Never	4	4.5%
Evenings open per week		
0	4	4.1%
1	5	5.1%
2	20	20.4%
3	27	27.6%
4	9	9.2%
5	16	16.3%
6	6	6.1%
7	9	9.2%
None		
More than one response	2	2.0%
Evening most likely to use		
Monday	10	10.6%
Tuesday	9	9.6%
Wednesday	38	40.4%
Thursday	13	13.8%
Friday	6	6.4%
Saturday	5	5.3%
Sunday	2	2.1%
None	2	2.1%
More than one answer	9	9.6%
Satis. if nearby branch open		
Yes	27	27.6%
No	71	72.4%
Preferred closing hour		
7pm	2	2.0%
8pm	27	27.6%
9pm	63	64.3%
Other	6	6.1%
Programs for teenagers		
Not Important	21	22.1%
Somewhat Important	38	40.0%
Very Important	29	30.5%
Absolutely Critical	7	7.4%
Access to computer databases		
Not Important	11	11.7%
Somewhat Important	32	34.0%
Very Important	37	39.4%
Absolutely Critical	14	14.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Noe Valley/Brunn

	Number	Percent
Non-English language collections		
Not Important	21	22.3%
Somewhat Important	48	51.1%
Very Important	20	21.3%
Absolutely Critical	5	5.3%
Videotapes and recordings		
Not Important	10	11.1%
Somewhat Important	38	42.2%
Very Important	30	33.3%
Absolutely Critical	12	13.3%
Services for seniors		
Not Important	9	9.5%
Somewhat Important	32	33.7%
Very Important	41	43.2%
Absolutely Critical	13	13.7%
Services for adults		
Not Important	17	18.3%
Somewhat Important	29	31.2%
Very Important	34	36.6%
Absolutely Critical	13	14.0%
Increase evening hours		
Not Important	7	7.4%
Somewhat Important	33	35.1%
Very Important	30	31.9%
Absolutely Critical	24	25.5%
Increase week-end hours		
Not Important	7	7.3%
Somewhat Important	30	31.3%
Very Important	33	34.4%
Absolutely Critical	26	27.1%
Increase services		
Not Important	11	12.1%
Somewhat Important	38	41.8%
Very Important	31	34.1%
Absolutely Critical	11	12.1%
Increase books/materials		
Not Important	2	2.1%
Somewhat Important	11	11.5%
Very Important	49	51.0%
Absolutely Critical	34	35.4%
Age		
Under 18	2	2.1%
18-29	21	21.6%
30-39	27	27.8%
40-49	30	30.9%
50-64	11	11.3%
65+	6	6.2%
Ethnicity		
Chinese	1	1.1%
Japanese	2	2.1%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Noe Valley/Brunn

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian		
White	82	87.2%
Black		
Latino	5	5.3%
Native American	1	1.1%
Mixed Race	1	1.1%
Other	2	2.1%
Education		
Not high school grad	3	3.1%
High school grad	3	3.1%
Some college	13	13.4%
College grad	34	35.1%
Post graduate	44	45.4%
Children at home?		
Yes	26	26.8%
No	71	73.2%
Sex		
Female	57	59.4%
Male	39	40.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
North Beach

	Number	Percent
Visits to branch library		
5 or less	16	17.8%
6-10	13	14.4%
11-20	12	13.3%
21-30	14	15.6%
31-50	15	16.7%
51+	20	22.2%
Monday afternoon		
Frequently	29	34.5%
Sometimes	29	34.5%
Seldom	18	21.4%
Never	8	9.5%
Tuesday afternoon		
Frequently	27	32.1%
Sometimes	32	38.1%
Seldom	17	20.2%
Never	8	9.5%
Wednesday afternoon		
Frequently	28	34.1%
Sometimes	30	36.6%
Seldom	16	19.5%
Never	8	9.8%
Thursday afternoon		
Frequently	27	33.3%
Sometimes	32	39.5%
Seldom	13	16.0%
Never	9	11.1%
Friday afternoon		
Frequently	33	39.3%
Sometimes	32	38.1%
Seldom	10	11.9%
Never	9	10.7%
Saturday afternoon		
Frequently	39	47.6%
Sometimes	25	30.5%
Seldom	12	14.6%
Never	6	7.3%
Sunday afternoon		
Frequently	28	39.4%
Sometimes	19	26.8%
Seldom	8	11.3%
Never	16	22.5%
Weekday mornings		
Frequently	18	25.4%
Sometimes	20	28.2%
Seldom	15	21.1%
Never	18	25.4%
Saturday morning		
Frequently	29	37.7%
Sometimes	21	27.3%
Seldom	15	19.5%
Never	12	15.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
North Beach

	Number	Percent
Sunday morning		
Frequently	17	24.3%
Sometimes	14	20.0%
Seldom	18	25.7%
Never	21	30.0%
Evenings		
Frequently	34	43.6%
Sometimes	16	20.5%
Seldom	14	17.9%
Never	14	17.9%
Evenings open per week		
0	3	3.1%
1	6	6.1%
2	25	25.5%
3	20	20.4%
4	7	7.1%
5	17	17.3%
6	4	4.1%
7	13	13.3%
None	3	3.1%
More than one response		
Evening most likely to use		
Monday	12	12.5%
Tuesday	7	7.3%
Wednesday	28	29.2%
Thursday	6	6.3%
Friday	9	9.4%
Saturday	7	7.3%
Sunday	5	5.2%
None	11	11.5%
More than one answer	11	11.5%
Satis. if nearby branch open		
Yes	49	51.6%
No	46	48.4%
Preferred closing hour		
7pm	12	12.6%
8pm	27	28.4%
9pm	53	55.8%
Other	3	3.2%
Programs for teenagers		
Not Important	13	14.3%
Somewhat Important	32	35.2%
Very Important	33	36.3%
Absolutely Critical	13	14.3%
Access to computer databases		
Not Important	14	15.7%
Somewhat Important	30	33.7%
Very Important	36	40.4%
Absolutely Critical	9	10.1%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
North Beach

	Number	Percent
Non-English language collections		
Not Important	16	18.0%
Somewhat Important	24	27.0%
Very Important	35	39.3%
Absolutely Critical	14	15.7%
Videotapes and recordings		
Not Important	14	15.4%
Somewhat Important	33	36.3%
Very Important	35	38.5%
Absolutely Critical	9	9.9%
Services for seniors		
Not Important	11	11.6%
Somewhat Important	30	31.6%
Very Important	35	36.8%
Absolutely Critical	19	20.0%
Services for adults		
Not Important	18	19.4%
Somewhat Important	33	35.5%
Very Important	32	34.4%
Absolutely Critical	10	10.8%
Increase evening hours		
Not Important	12	13.5%
Somewhat Important	36	40.4%
Very Important	27	30.3%
Absolutely Critical	14	15.7%
Increase week-end hours		
Not Important	12	13.3%
Somewhat Important	29	32.2%
Very Important	31	34.4%
Absolutely Critical	18	20.0%
Increase services		
Not Important	12	13.2%
Somewhat Important	34	37.4%
Very Important	27	29.7%
Absolutely Critical	18	19.8%
Increase books/materials		
Not Important	6	6.5%
Somewhat Important	17	18.3%
Very Important	40	43.0%
Absolutely Critical	30	32.3%
Age		
Under 18	12	12.5%
18-29	17	17.7%
30-39	13	13.5%
40-49	15	15.6%
50-64	18	18.8%
65+	21	21.9%
Ethnicity		
Chinese	30	31.6%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
North Beach

	Number	Percent
Filipino	2	2.1%
Vietnamese	1	1.1%
Korean		
Other Asian		
White	55	57.9%
Black	1	1.1%
Latino		
Native American	1	1.1%
Mixed Race	3	3.2%
Other	2	2.1%
Education		
Not high school grad	12	12.5%
High school grad	8	8.3%
Some college	24	25.0%
College grad	28	29.2%
Post graduate	24	25.0%
Children at home?		
Yes	13	13.8%
No	81	86.2%
Sex		
Female	48	51.1%
Male	46	48.9%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Ocean View

	Number	Percent
Visits to branch library		
5 or less	17	34.0%
6-10	8	16.0%
11-20	3	6.0%
21-30	6	12.0%
31-50	8	16.0%
51+	8	16.0%
Monday afternoon		
Frequently	14	26.9%
Sometimes	22	42.3%
Seldom	13	25.0%
Never	3	5.8%
Tuesday afternoon		
Frequently	14	26.4%
Sometimes	21	39.6%
Seldom	11	20.8%
Never	7	13.2%
Wednesday afternoon		
Frequently	18	34.0%
Sometimes	21	39.6%
Seldom	11	20.8%
Never	3	5.7%
Thursday afternoon		
Frequently	19	37.3%
Sometimes	19	37.3%
Seldom	12	23.5%
Never	1	2.0%
Friday afternoon		
Frequently	19	38.8%
Sometimes	15	30.6%
Seldom	11	22.4%
Never	4	8.2%
Saturday afternoon		
Frequently	22	45.8%
Sometimes	10	20.8%
Seldom	11	22.9%
Never	5	10.4%
Sunday afternoon		
Frequently	17	34.7%
Sometimes	15	30.6%
Seldom	8	16.3%
Never	9	18.4%
Weekday mornings		
Frequently	7	15.2%
Sometimes	10	21.7%
Seldom	15	32.6%
Never	14	30.4%
Saturday morning		
Frequently	17	37.8%
Sometimes	7	15.6%
Seldom	10	22.2%
Never	11	24.4%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ocean View

	Number	Percent
Sunday morning		
Frequently	12	26.1%
Sometimes	10	21.7%
Seldom	10	21.7%
Never	14	30.4%
Evenings		
Frequently	21	42.0%
Sometimes	19	38.0%
Seldom	5	10.0%
Never	5	10.0%
Evenings open per week		
0	2	3.4%
1	2	3.4%
2	12	20.7%
3	7	12.1%
4	5	8.6%
5	12	20.7%
6	6	10.3%
7	12	20.7%
None		
More than one response		
Evening most likely to use		
Monday	6	10.3%
Tuesday	4	6.9%
Wednesday	20	34.5%
Thursday	6	10.3%
Friday	10	17.2%
Saturday	3	5.2%
Sunday	3	5.2%
None	2	3.4%
More than one answer	4	6.9%
Satis. if nearby branch open		
Yes	28	49.1%
No	29	50.9%
Preferred closing hour		
7pm	4	7.0%
8pm	17	29.8%
9pm	25	43.9%
Other	11	19.3%
Programs for teenagers		
Not Important	11	20.4%
Somewhat Important	16	29.6%
Very Important	15	27.8%
Absolutely Critical	12	22.2%
Access to computer databases		
Not Important	4	7.4%
Somewhat Important	15	27.8%
Very Important	20	37.0%
Absolutely Critical	15	27.8%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ocean View

	Number	Percent
Non-English language collections		
Not Important	9	16.7%
Somewhat Important	21	38.9%
Very Important	17	31.5%
Absolutely Critical	7	13.0%
Videotapes and recordings		
Not Important	4	7.5%
Somewhat Important	19	35.8%
Very Important	18	34.0%
Absolutely Critical	12	22.6%
Services for seniors		
Not Important	8	14.5%
Somewhat Important	8	14.5%
Very Important	26	47.3%
Absolutely Critical	13	23.6%
Services for adults		
Not Important	6	11.3%
Somewhat Important	18	34.0%
Very Important	21	39.6%
Absolutely Critical	8	15.1%
Increase evening hours		
Not Important	8	14.3%
Somewhat Important	17	30.4%
Very Important	22	39.3%
Absolutely Critical	9	16.1%
Increase week-end hours		
Not Important	5	9.1%
Somewhat Important	11	20.0%
Very Important	26	47.3%
Absolutely Critical	13	23.6%
Increase services		
Not Important	10	18.2%
Somewhat Important	15	27.3%
Very Important	22	40.0%
Absolutely Critical	8	14.5%
Increase books/materials		
Not Important		
Somewhat Important	9	17.0%
Very Important	22	41.5%
Absolutely Critical	22	41.5%
Age		
Under 18	14	24.1%
18-29	11	19.0%
30-39	21	36.2%
40-49	6	10.3%
50-64	4	6.9%
65+	2	3.4%
Ethnicity		
Chinese	1	1.7%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ocean View

	Number	Percent
Filipino		
Vietnamese	1	1.7%
Korean		
Other Asian		
White	23	39.7%
Black	22	37.9%
Latino	6	10.3%
Native American		
Mixed Race	5	8.6%
Other		
Education		
Not high school grad	11	19.6%
High school grad	7	12.5%
Some college	5	8.9%
College grad	26	46.4%
Post graduate	7	12.5%
Children at home?		
Yes	19	33.9%
No	37	66.1%
Sex		
Female	39	67.2%
Male	19	32.8%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Ortega

	Number	Percent
Visits to branch library		
5 or less	17	19.1%
6-10	13	14.6%
11-20	18	20.2%
21-30	15	16.9%
31-50	18	20.2%
51+	8	9.0%
Monday afternoon		
Frequently	21	26.9%
Sometimes	34	43.6%
Seldom	16	20.5%
Never	7	9.0%
Tuesday afternoon		
Frequently	18	23.4%
Sometimes	34	44.2%
Seldom	14	18.2%
Never	11	14.3%
Wednesday afternoon		
Frequently	23	31.1%
Sometimes	31	41.9%
Seldom	13	17.6%
Never	7	9.5%
Thursday afternoon		
Frequently	19	25.7%
Sometimes	34	45.9%
Seldom	13	17.6%
Never	8	10.8%
Friday afternoon		
Frequently	21	28.8%
Sometimes	32	43.8%
Seldom	12	16.4%
Never	8	11.0%
Saturday afternoon		
Frequently	29	39.7%
Sometimes	30	41.1%
Seldom	9	12.3%
Never	5	6.8%
Sunday afternoon		
Frequently	22	31.0%
Sometimes	18	25.4%
Seldom	15	21.1%
Never	16	22.5%
Weekday mornings		
Frequently	22	30.6%
Sometimes	13	18.1%
Seldom	18	25.0%
Never	19	26.4%
Saturday morning		
Frequently	28	36.8%
Sometimes	22	28.9%
Seldom	16	21.1%
Never	10	13.2%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Ortega

	Number	Percent
Sunday morning		
Frequently	16	22.2%
Sometimes	19	26.4%
Seldom	19	26.4%
Never	18	25.0%
Evenings		
Frequently	25	33.3%
Sometimes	30	40.0%
Seldom	9	12.0%
Never	11	14.7%
Evenings open per week		
0	5	5.4%
1	2	2.2%
2	24	26.1%
3	30	32.6%
4	5	5.4%
5	12	13.0%
6	6	6.5%
7	6	6.5%
None	2	2.2%
More than one response		
Evening most likely to use		
Monday	9	10.5%
Tuesday	6	7.0%
Wednesday	28	32.6%
Thursday	4	4.7%
Friday	12	14.0%
Saturday	7	8.1%
Sunday	4	4.7%
None	7	8.1%
More than one answer	9	10.5%
Satis. if nearby branch open		
Yes	65	72.2%
No	25	27.8%
Preferred closing hour		
7pm	7	8.0%
8pm	25	28.4%
9pm	52	59.1%
Other	4	4.5%
Programs for teenagers		
Not Important	8	9.5%
Somewhat Important	28	33.3%
Very Important	36	42.9%
Absolutely Critical	12	14.3%
Access to computer databases		
Not Important	10	11.8%
Somewhat Important	24	28.2%
Very Important	44	51.8%
Absolutely Critical	7	8.2%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Ortega

	Number	Percent
Non-English language collections		
Not Important	12	15.2%
Somewhat Important	28	35.4%
Very Important	28	35.4%
Absolutely Critical	11	13.9%
Videotapes and recordings		
Not Important	9	10.8%
Somewhat Important	36	43.4%
Very Important	27	32.5%
Absolutely Critical	11	13.3%
Services for seniors		
Not Important	4	4.7%
Somewhat Important	26	30.6%
Very Important	39	45.9%
Absolutely Critical	16	18.8%
Services for adults		
Not Important	14	16.5%
Somewhat Important	44	51.8%
Very Important	22	25.9%
Absolutely Critical	5	5.9%
Increase evening hours		
Not Important	6	7.2%
Somewhat Important	37	44.6%
Very Important	30	36.1%
Absolutely Critical	10	12.0%
Increase week-end hours		
Not Important	10	12.2%
Somewhat Important	17	20.7%
Very Important	40	48.8%
Absolutely Critical	15	18.3%
Increase services		
Not Important	5	6.2%
Somewhat Important	33	40.7%
Very Important	32	39.5%
Absolutely Critical	11	13.6%
Increase books/materials		
Not Important	2	2.4%
Somewhat Important	15	18.1%
Very Important	41	49.4%
Absolutely Critical	25	30.1%
Age		
Under 18	13	14.4%
18-29	9	10.0%
30-39	13	14.4%
40-49	21	23.3%
50-64	16	17.8%
65+	18	20.0%
Ethnicity		
Chinese	31	35.2%
Japanese	2	2.3%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Ortega

	Number	Percent
Filipino		
Vietnamese		
Korean	1	1.1%
Other Asian		
White	45	51.1%
Black	1	1.1%
Latino	2	2.3%
Native American		
Mixed Race	4	4.5%
Other	2	2.3%
Education		
Not high school grad	14	15.7%
High school grad	6	6.7%
Some college	30	33.7%
College grad	20	22.5%
Post graduate	19	21.3%
Children at home?		
Yes	39	43.3%
No	51	56.7%
Sex		
Female	54	60.0%
Male	36	40.0%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Park

	Number	Percent
Visits to branch library		
5 or less	27	33.8%
6-10	16	20.0%
11-20	18	22.5%
21-30	9	11.3%
31-50	7	8.8%
51+	3	3.8%
Monday afternoon		
Frequently	17	23.9%
Sometimes	36	50.7%
Seldom	12	16.9%
Never	6	8.5%
Tuesday afternoon		
Frequently	15	22.1%
Sometimes	34	50.0%
Seldom	10	14.7%
Never	9	13.2%
Wednesday afternoon		
Frequently	17	23.9%
Sometimes	38	53.5%
Seldom	10	14.1%
Never	6	8.5%
Thursday afternoon		
Frequently	17	24.3%
Sometimes	36	51.4%
Seldom	9	12.9%
Never	8	11.4%
Friday afternoon		
Frequently	14	19.4%
Sometimes	39	54.2%
Seldom	11	15.3%
Never	8	11.1%
Saturday afternoon		
Frequently	30	41.1%
Sometimes	31	42.5%
Seldom	7	9.6%
Never	5	6.8%
Sunday afternoon		
Frequently	25	33.8%
Sometimes	30	40.5%
Seldom	9	12.2%
Never	10	13.5%
Weekday mornings		
Frequently	12	18.8%
Sometimes	22	34.4%
Seldom	18	28.1%
Never	12	18.8%
Saturday morning		
Frequently	19	25.7%
Sometimes	31	41.9%
Seldom	12	16.2%
Never	12	16.2%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Park

	Number	Percent
Sunday morning		
Frequently	17	23.0%
Sometimes	25	33.8%
Seldom	16	21.6%
Never	16	21.6%
Evenings		
Frequently	34	43.0%
Sometimes	24	30.4%
Seldom	10	12.7%
Never	11	13.9%
Evenings open per week		
0	3	3.5%
1	3	3.5%
2	17	19.8%
3	20	23.3%
4	12	14.0%
5	14	16.3%
6	4	4.7%
7	11	12.8%
None		
More than one response	2	2.3%
Evening most likely to use		
Monday	16	20.0%
Tuesday	9	11.3%
Wednesday	25	31.3%
Thursday	7	8.8%
Friday	4	5.0%
Saturday	4	5.0%
Sunday	4	5.0%
None	5	6.3%
More than one answer	6	7.5%
Satis. if nearby branch open		
Yes	46	54.8%
No	38	45.2%
Preferred closing hour		
7pm	4	4.7%
8pm	17	20.0%
9pm	60	70.6%
Other	4	4.7%
Programs for teenagers		
Not Important	11	13.3%
Somewhat Important	28	33.7%
Very Important	29	34.9%
Absolutely Critical	15	18.1%
Access to computer databases		
Not Important	10	12.7%
Somewhat Important	21	26.6%
Very Important	32	40.5%
Absolutely Critical	16	20.3%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Park

	Number	Percent
Non-English language collections		
Not Important	14	17.7%
Somewhat Important	35	44.3%
Very Important	18	22.8%
Absolutely Critical	12	15.2%
Videotapes and recordings		
Not Important	10	12.0%
Somewhat Important	37	44.6%
Very Important	30	36.1%
Absolutely Critical	6	7.2%
Services for seniors		
Not Important	8	9.8%
Somewhat Important	19	23.2%
Very Important	36	43.9%
Absolutely Critical	19	23.2%
Services for adults		
Not Important	11	13.3%
Somewhat Important	34	41.0%
Very Important	31	37.3%
Absolutely Critical	7	8.4%
Increase evening hours		
Not Important	7	8.3%
Somewhat Important	33	39.3%
Very Important	32	38.1%
Absolutely Critical	12	14.3%
Increase week-end hours		
Not Important	5	6.0%
Somewhat Important	23	27.4%
Very Important	36	42.9%
Absolutely Critical	20	23.8%
Increase services		
Not Important	6	7.4%
Somewhat Important	34	42.0%
Very Important	32	39.5%
Absolutely Critical	9	11.1%
Increase books/materials		
Not Important		
Somewhat Important	12	14.5%
Very Important	40	48.2%
Absolutely Critical	31	37.3%
Age		
Under 18	4	4.7%
18-29	31	36.0%
30-39	21	24.4%
40-49	20	23.3%
50-64	8	9.3%
65+	2	2.3%
Ethnicity		
Chinese	2	2.3%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Park

	Number	Percent
Filipino	1	1.2%
Vietnamese		
Korean		
Other Asian	1	1.2%
White	59	68.6%
Black	8	9.3%
Latino	3	3.5%
Native American		
Mixed Race	6	7.0%
Other	6	7.0%
Education		
Not high school grad	4	4.7%
High school grad	7	8.1%
Some college	19	22.1%
College grad	34	39.5%
Post graduate	22	25.6%
Children at home?		
Yes	22	25.6%
No	64	74.4%
Sex		
Female	45	52.3%
Male	41	47.7%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Parkside

	Number	Percent
Visits to branch library		
5 or less	21	22.6%
6-10	12	12.9%
11-20	20	21.5%
21-30	7	7.5%
31-50	10	10.8%
51+	23	24.7%
Monday afternoon		
Frequently	27	37.0%
Sometimes	37	50.7%
Seldom	6	8.2%
Never	3	4.1%
Tuesday afternoon		
Frequently	23	31.1%
Sometimes	41	55.4%
Seldom	8	10.8%
Never	2	2.7%
Wednesday afternoon		
Frequently	26	35.6%
Sometimes	37	50.7%
Seldom	8	11.0%
Never	2	2.7%
Thursday afternoon		
Frequently	21	31.3%
Sometimes	36	53.7%
Seldom	7	10.4%
Never	3	4.5%
Friday afternoon		
Frequently	23	33.8%
Sometimes	34	50.0%
Seldom	7	10.3%
Never	4	5.9%
Saturday afternoon		
Frequently	30	41.7%
Sometimes	24	33.3%
Seldom	12	16.7%
Never	6	8.3%
Sunday afternoon		
Frequently	23	35.9%
Sometimes	19	29.7%
Seldom	14	21.9%
Never	8	12.5%
Weekday mornings		
Frequently	21	28.8%
Sometimes	23	31.5%
Seldom	20	27.4%
Never	9	12.3%
Saturday morning		
Frequently	23	33.8%
Sometimes	22	32.4%
Seldom	13	19.1%
Never	10	14.7%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Parkside

	Number	Percent
Sunday morning		
Frequently	13	20.0%
Sometimes	19	29.2%
Seldom	19	29.2%
Never	14	21.5%
Evenings		
Frequently	26	35.6%
Sometimes	25	34.2%
Seldom	14	19.2%
Never	8	11.0%
Evenings open per week		
0	3	3.0%
1	8	8.0%
2	19	19.0%
3	26	26.0%
4	9	9.0%
5	19	19.0%
6	6	6.0%
7	7	7.0%
None	1	1.0%
More than one response	2	2.0%
Evening most likely to use		
Monday	16	17.6%
Tuesday	5	5.5%
Wednesday	27	29.7%
Thursday	10	11.0%
Friday	15	16.5%
Saturday	4	4.4%
Sunday	2	2.2%
None		
More than one answer	12	13.2%
Satis. if nearby branch open		
Yes	65	66.3%
No	33	33.7%
Preferred closing hour		
7pm	6	6.3%
8pm	22	22.9%
9pm	64	66.7%
Other	4	4.2%
Programs for teenagers		
Not Important	11	12.6%
Somewhat Important	32	36.8%
Very Important	31	35.6%
Absolutely Critical	13	14.9%
Access to computer databases		
Not Important	11	12.6%
Somewhat Important	26	29.9%
Very Important	33	37.9%
Absolutely Critical	17	19.5%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Parkside

	Number	Percent
Non-English language collections		
Not Important	14	16.9%
Somewhat Important	37	44.6%
Very Important	23	27.7%
Absolutely Critical	9	10.8%
Videotapes and recordings		
Not Important	8	9.4%
Somewhat Important	30	35.3%
Very Important	33	38.8%
Absolutely Critical	14	16.5%
Services for seniors		
Not Important	6	6.9%
Somewhat Important	20	23.0%
Very Important	41	47.1%
Absolutely Critical	20	23.0%
Services for adults		
Not Important	10	12.0%
Somewhat Important	33	39.8%
Very Important	33	39.8%
Absolutely Critical	7	8.4%
Increase evening hours		
Not Important	10	11.9%
Somewhat Important	34	40.5%
Very Important	28	33.3%
Absolutely Critical	12	14.3%
Increase week-end hours		
Not Important	4	4.7%
Somewhat Important	32	37.2%
Very Important	36	41.9%
Absolutely Critical	14	16.3%
Increase services		
Not Important	8	9.6%
Somewhat Important	31	37.3%
Very Important	32	38.6%
Absolutely Critical	12	14.5%
Increase books/materials		
Not Important	3	3.4%
Somewhat Important	13	14.6%
Very Important	41	46.1%
Absolutely Critical	32	36.0%
Age		
Under 18	7	7.2%
18-29	11	11.3%
30-39	24	24.7%
40-49	21	21.6%
50-64	14	14.4%
65+	20	20.6%
Ethnicity		
Chinese	28	28.0%
Japanese	1	1.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Parkside

	Number	Percent
Filipino	7	7.0%
Vietnamese		
Korean		
Other Asian	2	2.0%
White	51	51.0%
Black	1	1.0%
Latino	5	5.0%
Native American	1	1.0%
Mixed Race	2	2.0%
Other	2	2.0%
Education		
Not high school grad	9	9.2%
High school grad	9	9.2%
Some college	26	26.5%
College grad	36	36.7%
Post graduate	18	18.4%
Children at home?		
Yes	36	36.7%
No	62	63.3%
Sex		
Female	55	56.7%
Male	42	43.3%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Portola

	Number	Percent
Visits to branch library		
5 or less	8	24.2%
6-10	6	18.2%
11-20	6	18.2%
21-30	5	15.2%
31-50	6	18.2%
51+	2	6.1%
Monday afternoon		
Frequently	11	37.9%
Sometimes	17	58.6%
Seldom	1	3.4%
Never		
Tuesday afternoon		
Frequently	9	34.6%
Sometimes	15	57.7%
Seldom	1	3.8%
Never	1	3.8%
Wednesday afternoon		
Frequently	10	41.7%
Sometimes	13	54.2%
Seldom	1	4.2%
Never		
Thursday afternoon		
Frequently	12	44.4%
Sometimes	15	55.6%
Seldom		
Never		
Friday afternoon		
Frequently	12	46.2%
Sometimes	11	42.3%
Seldom	1	3.8%
Never	2	7.7%
Saturday afternoon		
Frequently	8	30.8%
Sometimes	11	42.3%
Seldom	3	11.5%
Never	4	15.4%
Sunday afternoon		
Frequently	4	18.2%
Sometimes	6	27.3%
Seldom	5	22.7%
Never	7	31.8%
Weekday mornings		
Frequently	3	12.5%
Sometimes	8	33.3%
Seldom	6	25.0%
Never	7	29.2%
Saturday morning		
Frequently	2	9.1%
Sometimes	7	31.8%
Seldom	9	40.9%
Never	4	18.2%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Portola

	Number	Percent
Sunday morning		
Frequently	2	9.5%
Sometimes	3	14.3%
Seldom	6	28.6%
Never	10	47.6%
Evenings		
Frequently	9	36.0%
Sometimes	5	20.0%
Seldom	5	20.0%
Never	6	24.0%
Evenings open per week		
0	2	5.9%
1	2	5.9%
2	9	26.5%
3	7	20.6%
4	3	8.8%
5	3	8.8%
6	1	2.9%
7	5	14.7%
None	1	2.9%
More than one response	1	2.9%
Evening most likely to use		
Monday	8	25.0%
Tuesday	1	3.1%
Wednesday	10	31.3%
Thursday	6	18.8%
Friday	2	6.3%
Saturday	1	3.1%
Sunday	1	3.1%
None	1	3.1%
More than one answer	2	6.3%
Satis. if nearby branch open		
Yes	25	73.5%
No	9	26.5%
Preferred closing hour		
7pm	3	9.1%
8pm	9	27.3%
9pm	16	48.5%
Other	5	15.2%
Programs for teenagers		
Not Important	1	3.0%
Somewhat Important	10	30.3%
Very Important	16	48.5%
Absolutely Critical	6	18.2%
Access to computer databases		
Not Important	2	6.5%
Somewhat Important	7	22.6%
Very Important	18	58.1%
Absolutely Critical	4	12.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Portola

	Number	Percent
Non-English language collections		
Not Important	6	19.4%
Somewhat Important	9	29.0%
Very Important	12	38.7%
Absolutely Critical	4	12.9%
Videotapes and recordings		
Not Important	2	6.7%
Somewhat Important	13	43.3%
Very Important	13	43.3%
Absolutely Critical	2	6.7%
Services for seniors		
Not Important	1	3.4%
Somewhat Important	12	41.4%
Very Important	8	27.6%
Absolutely Critical	8	27.6%
Services for adults		
Not Important	1	3.2%
Somewhat Important	13	41.9%
Very Important	12	38.7%
Absolutely Critical	5	16.1%
Increase evening hours		
Not Important	2	5.9%
Somewhat Important	15	44.1%
Very Important	13	38.2%
Absolutely Critical	4	11.8%
Increase week-end hours		
Not Important	4	12.5%
Somewhat Important	7	21.9%
Very Important	16	50.0%
Absolutely Critical	5	15.6%
Increase services		
Not Important	2	6.7%
Somewhat Important	6	20.0%
Very Important	15	50.0%
Absolutely Critical	7	23.3%
Increase books/materials		
Not Important	1	3.1%
Somewhat Important	5	15.6%
Very Important	16	50.0%
Absolutely Critical	10	31.3%
Age		
Under 18	6	18.8%
18-29	8	25.0%
30-39	10	31.3%
40-49	2	6.3%
50-64	3	9.4%
65+	3	9.4%
Ethnicity		
Chinese	8	26.7%
Japanese	1	3.3%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Portola

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian		
White	14	46.7%
Black	1	3.3%
Latino	4	13.3%
Native American		
Mixed Race	2	6.7%
Other		
Education		
Not high school grad	8	24.2%
High school grad	3	9.1%
Some college	9	27.3%
College grad	11	33.3%
Post graduate	2	6.1%
Children at home?		
Yes	13	38.2%
No	21	61.8%
Sex		
Female	19	55.9%
Male	15	44.1%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Potrero

	Number	Percent
Visits to branch library		
5 or less	10	14.9%
6-10	8	11.9%
11-20	20	29.9%
21-30	12	17.9%
31-50	12	17.9%
51+	5	7.5%
Monday afternoon		
Frequently	18	30.0%
Sometimes	30	50.0%
Seldom	4	6.7%
Never	8	13.3%
Tuesday afternoon		
Frequently	15	25.0%
Sometimes	29	48.3%
Seldom	7	11.7%
Never	9	15.0%
Wednesday afternoon		
Frequently	18	30.5%
Sometimes	29	49.2%
Seldom	5	8.5%
Never	7	11.9%
Thursday afternoon		
Frequently	17	29.3%
Sometimes	29	50.0%
Seldom	4	6.9%
Never	8	13.8%
Friday afternoon		
Frequently	14	23.7%
Sometimes	32	54.2%
Seldom	7	11.9%
Never	6	10.2%
Saturday afternoon		
Frequently	29	50.9%
Sometimes	18	31.6%
Seldom	9	15.8%
Never	1	1.8%
Sunday afternoon		
Frequently	17	34.0%
Sometimes	20	40.0%
Seldom	8	16.0%
Never	5	10.0%
Weekday mornings		
Frequently	8	15.1%
Sometimes	19	35.8%
Seldom	14	26.4%
Never	12	22.6%
Saturday morning		
Frequently	23	43.4%
Sometimes	18	34.0%
Seldom	10	18.9%
Never	2	3.8%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Potrero

	Number	Percent
Sunday morning		
Frequently	15	30.6%
Sometimes	12	24.5%
Seldom	11	22.4%
Never	11	22.4%
Evenings		
Frequently	25	43.9%
Sometimes	21	36.8%
Seldom	6	10.5%
Never	5	8.8%
Evenings open per week		
0	2	2.9%
1	5	7.1%
2	18	25.7%
3	21	30.0%
4	3	4.3%
5	12	17.1%
6		
7	5	7.1%
None		
More than one response	4	5.7%
Evening most likely to use		
Monday	5	7.4%
Tuesday	8	11.8%
Wednesday	31	45.6%
Thursday	2	2.9%
Friday	10	14.7%
Saturday	1	1.5%
Sunday		
None	4	5.9%
More than one answer	7	10.3%
Satis. if nearby branch open		
Yes	20	30.3%
No	46	69.7%
Preferred closing hour		
7pm	2	2.9%
8pm	20	29.0%
9pm	46	66.7%
Other	1	1.4%
Programs for teenagers		
Not Important	9	13.6%
Somewhat Important	18	27.3%
Very Important	28	42.4%
Absolutely Critical	11	16.7%
Access to computer databases		
Not Important	8	11.9%
Somewhat Important	23	34.3%
Very Important	27	40.3%
Absolutely Critical	9	13.4%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Potrero

	Number	Percent
Non-English language collections		
Not Important	9	14.1%
Somewhat Important	30	46.9%
Very Important	17	26.6%
Absolutely Critical	8	12.5%
Videotapes and recordings		
Not Important	8	12.7%
Somewhat Important	29	46.0%
Very Important	20	31.7%
Absolutely Critical	6	9.5%
Services for seniors		
Not Important	4	6.2%
Somewhat Important	12	18.5%
Very Important	35	53.8%
Absolutely Critical	14	21.5%
Services for adults		
Not Important	6	8.8%
Somewhat Important	25	36.8%
Very Important	32	47.1%
Absolutely Critical	5	7.4%
Increase evening hours		
Not Important	6	9.1%
Somewhat Important	22	33.3%
Very Important	26	39.4%
Absolutely Critical	12	18.2%
Increase week-end hours		
Not Important	8	12.1%
Somewhat Important	21	31.8%
Very Important	23	34.8%
Absolutely Critical	14	21.2%
Increase services		
Not Important	4	6.3%
Somewhat Important	18	28.1%
Very Important	34	53.1%
Absolutely Critical	8	12.5%
Increase books/materials		
Not Important	2	2.9%
Somewhat Important	7	10.3%
Very Important	35	51.5%
Absolutely Critical	24	35.3%
Age		
Under 18	3	4.5%
18-29	5	7.5%
30-39	21	31.3%
40-49	18	26.9%
50-64	14	20.9%
65+	6	9.0%
Ethnicity		
Chinese		
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Potrero

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian	1	1.5%
White	52	80.0%
Black	5	7.7%
Latino	2	3.1%
Native American		
Mixed Race	3	4.6%
Other	2	3.1%
Education		
Not high school grad	3	4.3%
High school grad	5	7.2%
Some college	15	21.7%
College grad	26	37.7%
Post graduate	20	29.0%
Children at home?		
Yes	19	27.9%
No	49	72.1%
Sex		
Female	38	56.7%
Male	29	43.3%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Presidio

	Number	Percent
Visits to branch library		
5 or less	26	31.0%
6-10	10	11.9%
11-20	14	16.7%
21-30	10	11.9%
31-50	10	11.9%
51+	14	16.7%
Monday afternoon		
Frequently	25	34.2%
Sometimes	27	37.0%
Seldom	6	8.2%
Never	15	20.5%
Tuesday afternoon		
Frequently	23	32.9%
Sometimes	31	44.3%
Seldom	5	7.1%
Never	11	15.7%
Wednesday afternoon		
Frequently	21	30.4%
Sometimes	32	46.4%
Seldom	6	8.7%
Never	10	14.5%
Thursday afternoon		
Frequently	23	32.9%
Sometimes	29	41.4%
Seldom	7	10.0%
Never	11	15.7%
Friday afternoon		
Frequently	23	33.8%
Sometimes	28	41.2%
Seldom	6	8.8%
Never	11	16.2%
Saturday afternoon		
Frequently	24	34.3%
Sometimes	29	41.4%
Seldom	9	12.9%
Never	8	11.4%
Sunday afternoon		
Frequently	12	19.0%
Sometimes	22	34.9%
Seldom	13	20.6%
Never	16	25.4%
Weekday mornings		
Frequently	17	23.6%
Sometimes	20	27.8%
Seldom	17	23.6%
Never	18	25.0%
Saturday morning		
Frequently	15	21.4%
Sometimes	22	31.4%
Seldom	20	28.6%
Never	13	18.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Presidio

	Number	Percent
Sunday morning		
Frequently	6	9.4%
Sometimes	16	25.0%
Seldom	17	26.6%
Never	25	39.1%
Evenings		
Frequently	19	27.9%
Sometimes	30	44.1%
Seldom	9	13.2%
Never	10	14.7%
Evenings open per week		
0	4	4.7%
1	16	18.6%
2	17	19.8%
3	19	22.1%
4	7	8.1%
5	13	15.1%
6	4	4.7%
7	1	1.2%
None	1	1.2%
More than one response	4	4.7%
Evening most likely to use		
Monday	5	6.1%
Tuesday	3	3.7%
Wednesday	41	50.0%
Thursday	13	15.9%
Friday	5	6.1%
Saturday	1	1.2%
Sunday	2	2.4%
None	6	7.3%
More than one answer	6	7.3%
Satis. if nearby branch open		
Yes	49	57.6%
No	36	42.4%
Preferred closing hour		
7pm	8	9.4%
8pm	26	30.6%
9pm	48	56.5%
Other	3	3.5%
Programs for teenagers		
Not Important	22	29.7%
Somewhat Important	26	35.1%
Very Important	21	28.4%
Absolutely Critical	5	6.8%
Access to computer databases		
Not Important	12	16.0%
Somewhat Important	24	32.0%
Very Important	31	41.3%
Absolutely Critical	8	10.7%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Presidio

	Number	Percent
Non-English language collections		
Not Important	23	32.4%
Somewhat Important	34	47.9%
Very Important	10	14.1%
Absolutely Critical	4	5.6%
Videotapes and recordings		
Not Important	12	16.2%
Somewhat Important	38	51.4%
Very Important	20	27.0%
Absolutely Critical	4	5.4%
Services for seniors		
Not Important	16	20.5%
Somewhat Important	22	28.2%
Very Important	32	41.0%
Absolutely Critical	8	10.3%
Services for adults		
Not Important	15	19.7%
Somewhat Important	39	51.3%
Very Important	18	23.7%
Absolutely Critical	4	5.3%
Increase evening hours		
Not Important	16	21.6%
Somewhat Important	28	37.8%
Very Important	23	31.1%
Absolutely Critical	7	9.5%
Increase week-end hours		
Not Important	9	11.4%
Somewhat Important	27	34.2%
Very Important	33	41.8%
Absolutely Critical	10	12.7%
Increase services		
Not Important	16	21.3%
Somewhat Important	32	42.7%
Very Important	23	30.7%
Absolutely Critical	4	5.3%
Increase books/materials		
Not Important	4	5.1%
Somewhat Important	11	13.9%
Very Important	35	44.3%
Absolutely Critical	29	36.7%
Age		
Under 18	1	1.2%
18-29	26	31.0%
30-39	17	20.2%
40-49	14	16.7%
50-64	17	20.2%
65+	9	10.7%
Ethnicity		
Chinese	7	8.3%
Japanese	2	2.4%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Presidio

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian		
White	66	78.6%
Black	3	3.6%
Latino	3	3.6%
Native American		
Mixed Race	3	3.6%
Other		
Education		
Not high school grad	1	1.2%
High school grad	5	6.0%
Some college	12	14.5%
College grad	35	42.2%
Post graduate	30	36.1%
Children at home?		
Yes	22	26.8%
No	60	73.2%
Sex		
Female	51	61.4%
Male	32	38.6%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Richmond

	Number	Percent
Visits to branch library		
5 or less	17	17.5%
6-10	12	12.4%
11-20	20	20.6%
21-30	16	16.5%
31-50	14	14.4%
51+	18	18.6%
Monday afternoon		
Frequently	16	21.1%
Sometimes	38	50.0%
Seldom	14	18.4%
Never	8	10.5%
Tuesday afternoon		
Frequently	22	26.8%
Sometimes	37	45.1%
Seldom	16	19.5%
Never	7	8.5%
Wednesday afternoon		
Frequently	17	20.5%
Sometimes	45	54.2%
Seldom	16	19.3%
Never	5	6.0%
Thursday afternoon		
Frequently	19	22.9%
Sometimes	43	51.8%
Seldom	15	18.1%
Never	6	7.2%
Friday afternoon		
Frequently	18	22.5%
Sometimes	37	46.3%
Seldom	17	21.3%
Never	8	10.0%
Saturday afternoon		
Frequently	41	47.1%
Sometimes	30	34.5%
Seldom	5	5.7%
Never	11	12.6%
Sunday afternoon		
Frequently	27	35.5%
Sometimes	22	28.9%
Seldom	9	11.8%
Never	18	23.7%
Weekday mornings		
Frequently	21	26.9%
Sometimes	13	16.7%
Seldom	29	37.2%
Never	15	19.2%
Saturday morning		
Frequently	29	36.3%
Sometimes	21	26.3%
Seldom	21	26.3%
Never	9	11.3%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Richmond

	Number	Percent
Sunday morning		
Frequently	18	24.0%
Sometimes	17	22.7%
Seldom	16	21.3%
Never	24	32.0%
Evenings		
Frequently	27	32.1%
Sometimes	31	36.9%
Seldom	18	21.4%
Never	8	9.5%
Evenings open per week		
0	1	1.0%
1	3	2.9%
2	15	14.7%
3	23	22.5%
4	13	12.7%
5	22	21.6%
6	13	12.7%
7	10	9.8%
None	2	2.0%
More than one response		
Evening most likely to use		
Monday	8	8.2%
Tuesday	9	9.2%
Wednesday	25	25.5%
Thursday	10	10.2%
Friday	12	12.2%
Saturday	10	10.2%
Sunday	4	4.1%
None	8	8.2%
More than one answer	12	12.2%
Satis. if nearby branch open		
Yes	48	48.5%
No	51	51.5%
Preferred closing hour		
7pm	5	5.0%
8pm	32	31.7%
9pm	51	50.5%
Other	13	12.9%
Programs for teenagers		
Not Important	11	12.4%
Somewhat Important	28	31.5%
Very Important	33	37.1%
Absolutely Critical	17	19.1%
Access to computer databases		
Not Important	6	6.6%
Somewhat Important	24	26.4%
Very Important	37	40.7%
Absolutely Critical	24	26.4%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Richmond

	Number	Percent
Non-English language collections		
Not Important	10	11.0%
Somewhat Important	28	30.8%
Very Important	35	38.5%
Absolutely Critical	18	19.8%
Videotapes and recordings		
Not Important	9	9.9%
Somewhat Important	31	34.1%
Very Important	33	36.3%
Absolutely Critical	18	19.8%
Services for seniors		
Not Important	7	7.9%
Somewhat Important	23	25.8%
Very Important	38	42.7%
Absolutely Critical	21	23.6%
Services for adults		
Not Important	12	13.0%
Somewhat Important	26	28.3%
Very Important	40	43.5%
Absolutely Critical	14	15.2%
Increase evening hours		
Not Important	10	10.6%
Somewhat Important	37	39.4%
Very Important	31	33.0%
Absolutely Critical	16	17.0%
Increase week-end hours		
Not Important	5	5.4%
Somewhat Important	30	32.3%
Very Important	39	41.9%
Absolutely Critical	19	20.4%
Increase services		
Not Important	10	11.0%
Somewhat Important	26	28.6%
Very Important	36	39.6%
Absolutely Critical	19	20.9%
Increase books/materials		
Not Important	3	3.2%
Somewhat Important	6	6.4%
Very Important	41	43.6%
Absolutely Critical	44	46.8%
Age		
Under 18	16	16.5%
18-29	16	16.5%
30-39	26	26.8%
40-49	19	19.6%
50-64	13	13.4%
65+	7	7.2%
Ethnicity		
Chinese	39	40.6%
Japanese	1	1.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Richmond

	Number	Percent
Filipino	2	2.1%
Vietnamese	3	3.1%
Korean		
Other Asian	3	3.1%
White	40	41.7%
Black		
Latino	2	2.1%
Native American	1	1.0%
Mixed Race	4	4.2%
Other	1	1.0%
Education		
Not high school grad	15	15.5%
High school grad	8	8.2%
Some college	11	11.3%
College grad	40	41.2%
Post graduate	23	23.7%
Children at home?		
Yes	43	44.8%
No	53	55.2%
Sex		
Female	66	69.5%
Male	29	30.5%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Sunset

	Number	Percent
Visits to branch library		
5 or less	23	24.2%
6-10	18	18.9%
11-20	19	20.0%
21-30	11	11.6%
31-50	9	9.5%
51+	15	15.8%
Monday afternoon		
Frequently	19	21.3%
Sometimes	38	42.7%
Seldom	20	22.5%
Never	12	13.5%
Tuesday afternoon		
Frequently	21	23.9%
Sometimes	38	43.2%
Seldom	20	22.7%
Never	9	10.2%
Wednesday afternoon		
Frequently	21	24.4%
Sometimes	35	40.7%
Seldom	21	24.4%
Never	9	10.5%
Thursday afternoon		
Frequently	16	18.8%
Sometimes	37	43.5%
Seldom	22	25.9%
Never	10	11.8%
Friday afternoon		
Frequently	20	24.1%
Sometimes	32	38.6%
Seldom	19	22.9%
Never	12	14.5%
Saturday afternoon		
Frequently	47	54.0%
Sometimes	29	33.3%
Seldom	9	10.3%
Never	2	2.3%
Sunday afternoon		
Frequently	32	37.6%
Sometimes	33	38.8%
Seldom	13	15.3%
Never	7	8.2%
Weekday mornings		
Frequently	21	27.3%
Sometimes	18	23.4%
Seldom	15	19.5%
Never	23	29.9%
Saturday morning		
Frequently	36	41.4%
Sometimes	24	27.6%
Seldom	16	18.4%
Never	11	12.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Sunset

	Number	Percent
Sunday morning		
Frequently	16	19.8%
Sometimes	22	27.2%
Seldom	21	25.9%
Never	22	27.2%
Evenings		
Frequently	47	50.5%
Sometimes	34	36.6%
Seldom	8	8.6%
Never	4	4.3%
Evenings open per week		
0	1	1.0%
1		
2	25	24.5%
3	23	22.5%
4	11	10.8%
5	17	16.7%
6	11	10.8%
7	9	8.8%
None	2	2.0%
More than one response	3	2.9%
Evening most likely to use		
Monday	11	11.1%
Tuesday	7	7.1%
Wednesday	39	39.4%
Thursday	9	9.1%
Friday	13	13.1%
Saturday	4	4.0%
Sunday	5	5.1%
None	4	4.0%
More than one answer	7	7.1%
Satis. if nearby branch open		
Yes	47	48.0%
No	51	52.0%
Preferred closing hour		
7pm	4	4.0%
8pm	10	10.1%
9pm	78	78.8%
Other	7	7.1%
Programs for teenagers		
Not Important	12	13.2%
Somewhat Important	35	38.5%
Very Important	30	33.0%
Absolutely Critical	14	15.4%
Access to computer databases		
Not Important	5	5.4%
Somewhat Important	33	35.5%
Very Important	34	36.6%
Absolutely Critical	21	22.6%

Note: Tables exclude those who did not answer specific question.

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# Branch Library Survey Results

Branch  
Sunset

	Number	Percent
Non-English language collections		
Not Important	13	14.3%
Somewhat Important	27	29.7%
Very Important	35	38.5%
Absolutely Critical	16	17.6%
Videotapes and recordings		
Not Important	8	8.6%
Somewhat Important	34	36.6%
Very Important	40	43.0%
Absolutely Critical	11	11.8%
Services for seniors		
Not Important	7	7.4%
Somewhat Important	21	22.3%
Very Important	47	50.0%
Absolutely Critical	19	20.2%
Services for adults		
Not Important	12	13.0%
Somewhat Important	36	39.1%
Very Important	36	39.1%
Absolutely Critical	8	8.7%
Increase evening hours		
Not Important	7	7.6%
Somewhat Important	27	29.3%
Very Important	38	41.3%
Absolutely Critical	20	21.7%
Increase week-end hours		
Not Important	5	5.4%
Somewhat Important	24	25.8%
Very Important	40	43.0%
Absolutely Critical	24	25.8%
Increase services		
Not Important	6	6.6%
Somewhat Important	32	35.2%
Very Important	41	45.1%
Absolutely Critical	12	13.2%
Increase books/materials		
Not Important	3	3.2%
Somewhat Important	12	12.6%
Very Important	43	45.3%
Absolutely Critical	37	38.9%
Age		
Under 18	7	7.1%
18-29	17	17.3%
30-39	27	27.6%
40-49	29	29.6%
50-64	12	12.2%
65+	6	6.1%
Ethnicity		
Chinese	30	30.6%
Japanese	1	1.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Sunset

	Number	Percent
Filipino		
Vietnamese		
Korean		
Other Asian	1	1.0%
White	60	61.2%
Black	1	1.0%
Latino	1	1.0%
Native American		
Mixed Race	1	1.0%
Other	3	3.1%
Education		
Not high school grad	8	8.2%
High school grad	4	4.1%
Some college	20	20.4%
College grad	29	29.6%
Post graduate	37	37.8%
Children at home?		
Yes	36	36.7%
No	62	63.3%
Sex		
Female	58	59.8%
Male	39	40.2%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Visitacion Valley

	Number	Percent
Visits to branch library		
5 or less	16	34.0%
6-10	6	12.8%
11-20	9	19.1%
21-30	6	12.8%
31-50	5	10.6%
51+	5	10.6%
Monday afternoon		
Frequently	16	37.2%
Sometimes	18	41.9%
Seldom	5	11.6%
Never	4	9.3%
Tuesday afternoon		
Frequently	13	29.5%
Sometimes	21	47.7%
Seldom	7	15.9%
Never	3	6.8%
Wednesday afternoon		
Frequently	17	38.6%
Sometimes	18	40.9%
Seldom	7	15.9%
Never	2	4.5%
Thursday afternoon		
Frequently	12	30.0%
Sometimes	22	55.0%
Seldom	4	10.0%
Never	2	5.0%
Friday afternoon		
Frequently	19	43.2%
Sometimes	20	45.5%
Seldom	4	9.1%
Never	1	2.3%
Saturday afternoon		
Frequently	14	33.3%
Sometimes	16	38.1%
Seldom	6	14.3%
Never	6	14.3%
Sunday afternoon		
Frequently	9	22.5%
Sometimes	11	27.5%
Seldom	11	27.5%
Never	9	22.5%
Weekday mornings		
Frequently	12	28.6%
Sometimes	13	31.0%
Seldom	9	21.4%
Never	8	19.0%
Saturday morning		
Frequently	8	20.0%
Sometimes	15	37.5%
Seldom	7	17.5%
Never	10	25.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Visitation Valley

	Number	Percent
Sunday morning		
Frequently	5	13.2%
Sometimes	8	21.1%
Seldom	12	31.6%
Never	13	34.2%
Evenings		
Frequently	16	38.1%
Sometimes	12	28.6%
Seldom	7	16.7%
Never	7	16.7%
Evenings open per week		
0	1	2.0%
1	3	5.9%
2	9	17.6%
3	8	15.7%
4	6	11.8%
5	6	11.8%
6	7	13.7%
7	6	11.8%
None	4	7.8%
More than one response	1	2.0%
Evening most likely to use		
Monday	4	8.0%
Tuesday	2	4.0%
Wednesday	14	28.0%
Thursday	5	10.0%
Friday	10	20.0%
Saturday	4	8.0%
Sunday	1	2.0%
None	3	6.0%
More than one answer	7	14.0%
Satis. if nearby branch open		
Yes	33	64.7%
No	18	35.3%
Preferred closing hour		
7pm	16	32.0%
8pm	20	40.0%
9pm	11	22.0%
Other	3	6.0%
Programs for teenagers		
Not Important	3	6.3%
Somewhat Important	6	12.5%
Very Important	27	56.3%
Absolutely Critical	12	25.0%
Access to computer databases		
Not Important		
Somewhat Important	11	22.9%
Very Important	25	52.1%
Absolutely Critical	12	25.0%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Visitation Valley

	Number	Percent
Non-English language collections		
Not Important	4	8.9%
Somewhat Important	13	28.9%
Very Important	17	37.8%
Absolutely Critical	11	24.4%
Videotapes and recordings		
Not Important	4	8.3%
Somewhat Important	13	27.1%
Very Important	22	45.8%
Absolutely Critical	9	18.8%
Services for seniors		
Not Important	3	6.3%
Somewhat Important	11	22.9%
Very Important	26	54.2%
Absolutely Critical	8	16.7%
Services for adults		
Not Important	3	6.5%
Somewhat Important	15	32.6%
Very Important	20	43.5%
Absolutely Critical	8	17.4%
Increase evening hours		
Not Important	5	10.6%
Somewhat Important	12	25.5%
Very Important	22	46.8%
Absolutely Critical	8	17.0%
Increase week-end hours		
Not Important	3	6.3%
Somewhat Important	17	35.4%
Very Important	18	37.5%
Absolutely Critical	10	20.8%
Increase services		
Not Important	3	6.3%
Somewhat Important	10	20.8%
Very Important	26	54.2%
Absolutely Critical	9	18.8%
Increase books/materials		
Not Important		
Somewhat Important	8	17.0%
Very Important	21	44.7%
Absolutely Critical	18	38.3%
Age		
Under 18	11	22.4%
18-29	15	30.6%
30-39	5	10.2%
40-49	11	22.4%
50-64	4	8.2%
65+	3	6.1%
Ethnicity		
Chinese	11	22.4%
Japanese		

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Visitation Valley

	Number	Percent
Filipino	5	10.2%
Vietnamese	1	2.0%
Korean	1	2.0%
Other Asian		
White	7	14.3%
Black	17	34.7%
Latino	3	6.1%
Native American		
Mixed Race	1	2.0%
Other	3	6.1%
Education		
Not high school grad	17	35.4%
High school grad	6	12.5%
Some college	17	35.4%
College grad	7	14.6%
Post graduate	1	2.1%
Children at home?		
Yes	25	51.0%
No	24	49.0%
Sex		
Female	31	66.0%
Male	16	34.0%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
West Portal

	Number	Percent
Visits to branch library		
5 or less	22	20.2%
6-10	15	13.8%
11-20	24	22.0%
21-30	13	11.9%
31-50	20	18.3%
51+	15	13.8%
Monday afternoon		
Frequently	19	20.7%
Sometimes	34	37.0%
Seldom	25	27.2%
Never	14	15.2%
Tuesday afternoon		
Frequently	19	19.8%
Sometimes	38	39.6%
Seldom	25	26.0%
Never	14	14.6%
Wednesday afternoon		
Frequently	20	22.0%
Sometimes	39	42.9%
Seldom	22	24.2%
Never	10	11.0%
Thursday afternoon		
Frequently	15	16.9%
Sometimes	37	41.6%
Seldom	28	31.5%
Never	9	10.1%
Friday afternoon		
Frequently	16	18.2%
Sometimes	37	42.0%
Seldom	22	25.0%
Never	13	14.8%
Saturday afternoon		
Frequently	41	43.2%
Sometimes	38	40.0%
Seldom	12	12.6%
Never	4	4.2%
Sunday afternoon		
Frequently	25	27.5%
Sometimes	35	38.5%
Seldom	17	18.7%
Never	14	15.4%
Weekday mornings		
Frequently	18	20.5%
Sometimes	19	21.6%
Seldom	31	35.2%
Never	20	22.7%
Saturday morning		
Frequently	42	44.7%
Sometimes	27	28.7%
Seldom	16	17.0%
Never	9	9.6%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
West Portal

	Number	Percent
Sunday morning		
Frequently	22	26.2%
Sometimes	25	29.8%
Seldom	17	20.2%
Never	20	23.8%
Evenings		
Frequently	39	41.1%
Sometimes	30	31.6%
Seldom	16	16.8%
Never	10	10.5%
Evenings open per week		
0	3	2.6%
1	6	5.3%
2	22	19.3%
3	29	25.4%
4	14	12.3%
5	16	14.0%
6	10	8.8%
7	9	7.9%
None	2	1.8%
More than one response	3	2.6%
Evening most likely to use		
Monday	10	9.1%
Tuesday	11	10.0%
Wednesday	26	23.6%
Thursday	13	11.8%
Friday	23	20.9%
Saturday	6	5.5%
Sunday	4	3.6%
None	7	6.4%
More than one answer	10	9.1%
Satis. if nearby branch open		
Yes	60	54.5%
No	50	45.5%
Preferred closing hour		
7pm	4	3.5%
8pm	25	22.1%
9pm	77	68.1%
Other	7	6.2%
Programs for teenagers		
Not Important	14	13.6%
Somewhat Important	35	34.0%
Very Important	42	40.8%
Absolutely Critical	12	11.7%
Access to computer databases		
Not Important	11	10.6%
Somewhat Important	33	31.7%
Very Important	40	38.5%
Absolutely Critical	20	19.2%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
West Portal

	Number	Percent
Non-English language collections		
Not Important	14	13.5%
Somewhat Important	43	41.3%
Very Important	37	35.6%
Absolutely Critical	10	9.6%
Videotapes and recordings		
Not Important	10	9.6%
Somewhat Important	41	39.4%
Very Important	38	36.5%
Absolutely Critical	15	14.4%
Services for seniors		
Not Important	9	8.4%
Somewhat Important	31	29.0%
Very Important	46	43.0%
Absolutely Critical	21	19.6%
Services for adults		
Not Important	11	10.2%
Somewhat Important	51	47.2%
Very Important	33	30.6%
Absolutely Critical	13	12.0%
Increase evening hours		
Not Important	14	12.7%
Somewhat Important	41	37.3%
Very Important	36	32.7%
Absolutely Critical	19	17.3%
Increase week-end hours		
Not Important	5	4.6%
Somewhat Important	36	33.0%
Very Important	46	42.2%
Absolutely Critical	22	20.2%
Increase services		
Not Important	10	9.7%
Somewhat Important	42	40.8%
Very Important	34	33.0%
Absolutely Critical	17	16.5%
Increase books/materials		
Not Important	2	1.8%
Somewhat Important	22	20.2%
Very Important	48	44.0%
Absolutely Critical	37	33.9%
Age		
Under 18	6	5.4%
18-29	16	14.4%
30-39	17	15.3%
40-49	35	31.5%
50-64	20	18.0%
65+	17	15.3%
Ethnicity		
Chinese	18	16.5%
Japanese	3	2.8%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
West Portal

	Number	Percent
Filipino	1	.9%
Vietnamese		
Korean		
Other Asian	3	2.8%
White	61	56.0%
Black	3	2.8%
Latino	13	11.9%
Native American		
Mixed Race	3	2.8%
Other	4	3.7%
Education		
Not high school grad	8	7.2%
High school grad	3	2.7%
Some college	21	18.9%
College grad	38	34.2%
Post graduate	41	36.9%
Children at home?		
Yes	43	38.7%
No	68	61.3%
Sex		
Female	68	61.3%
Male	43	38.7%

Note: Tables exclude those who did not answer specific question.





# Branch Library Survey Results

Branch  
Western Addition

	Number	Percent
Visits to branch library		
5 or less	25	25.5%
6-10	7	7.1%
11-20	26	26.5%
21-30	14	14.3%
31-50	18	18.4%
51+	8	8.2%
Monday afternoon		
Frequently	16	20.8%
Sometimes	33	42.9%
Seldom	11	14.3%
Never	17	22.1%
Tuesday afternoon		
Frequently	29	34.9%
Sometimes	33	39.8%
Seldom	9	10.8%
Never	12	14.5%
Wednesday afternoon		
Frequently	17	21.3%
Sometimes	37	46.3%
Seldom	11	13.8%
Never	15	18.8%
Thursday afternoon		
Frequently	17	20.7%
Sometimes	34	41.5%
Seldom	15	18.3%
Never	16	19.5%
Friday afternoon		
Frequently	18	22.5%
Sometimes	38	47.5%
Seldom	10	12.5%
Never	14	17.5%
Saturday afternoon		
Frequently	37	45.7%
Sometimes	30	37.0%
Seldom	6	7.4%
Never	8	9.9%
Sunday afternoon		
Frequently	22	31.0%
Sometimes	26	36.6%
Seldom	11	15.5%
Never	12	16.9%
Weekday mornings		
Frequently	22	29.7%
Sometimes	19	25.7%
Seldom	14	18.9%
Never	19	25.7%
Saturday morning		
Frequently	29	36.7%
Sometimes	22	27.8%
Seldom	20	25.3%
Never	8	10.1%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Western Addition

	Number	Percent
Sunday morning		
Frequently	22	29.7%
Sometimes	21	28.4%
Seldom	13	17.6%
Never	18	24.3%
Evenings		
Frequently	31	40.3%
Sometimes	29	37.7%
Seldom	9	11.7%
Never	8	10.4%
Evenings open per week		
0	1	1.0%
1	5	4.8%
2	22	21.2%
3	27	26.0%
4	11	10.6%
5	14	13.5%
6	6	5.8%
7	7	6.7%
None	8	7.7%
More than one response	3	2.9%
Evening most likely to use		
Monday	9	8.7%
Tuesday	10	9.7%
Wednesday	24	23.3%
Thursday	14	13.6%
Friday	12	11.7%
Saturday	10	9.7%
Sunday		
None	8	7.8%
More than one answer	16	15.5%
Satis. if nearby branch open		
Yes	43	41.3%
No	61	58.7%
Preferred closing hour		
7pm	5	4.9%
8pm	25	24.3%
9pm	63	61.2%
Other	10	9.7%
Programs for teenagers		
Not Important	12	14.0%
Somewhat Important	28	32.6%
Very Important	31	36.0%
Absolutely Critical	15	17.4%
Access to computer databases		
Not Important	10	11.8%
Somewhat Important	23	27.1%
Very Important	36	42.4%
Absolutely Critical	16	18.8%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Western Addition

	Number	Percent
Non-English language collections		
Not Important	8	9.0%
Somewhat Important	27	30.3%
Very Important	30	33.7%
Absolutely Critical	24	27.0%
Videotapes and recordings		
Not Important	10	10.9%
Somewhat Important	31	33.7%
Very Important	37	40.2%
Absolutely Critical	14	15.2%
Services for seniors		
Not Important	8	8.9%
Somewhat Important	24	26.7%
Very Important	37	41.1%
Absolutely Critical	21	23.3%
Services for adults		
Not Important	10	11.0%
Somewhat Important	38	41.8%
Very Important	31	34.1%
Absolutely Critical	12	13.2%
Increase evening hours		
Not Important	12	12.9%
Somewhat Important	27	29.0%
Very Important	43	46.2%
Absolutely Critical	11	11.8%
Increase week-end hours		
Not Important	11	11.8%
Somewhat Important	19	20.4%
Very Important	44	47.3%
Absolutely Critical	19	20.4%
Increase services		
Not Important	10	11.2%
Somewhat Important	30	33.7%
Very Important	36	40.4%
Absolutely Critical	13	14.6%
Increase books/materials		
Not Important	2	2.2%
Somewhat Important	14	15.1%
Very Important	47	50.5%
Absolutely Critical	30	32.3%
Age		
Under 18	4	4.0%
18-29	17	17.2%
30-39	21	21.2%
40-49	25	25.3%
50-64	19	19.2%
65+	13	13.1%
Ethnicity		
Chinese	3	3.1%
Japanese	28	28.9%

Note: Tables exclude those who did not answer specific question.



# Branch Library Survey Results

Branch  
Western Addition

	Number	Percent
Filipino		
Vietnamese	1	1.0%
Korean	1	1.0%
Other Asian	1	1.0%
White	39	40.2%
Black	14	14.4%
Latino	1	1.0%
Native American	1	1.0%
Mixed Race	4	4.1%
Other	4	4.1%
Education		
Not high school grad	4	4.2%
High school grad	10	10.5%
Some college	17	17.9%
College grad	40	42.1%
Post graduate	24	25.3%
Children at home?		
Yes	20	20.4%
No	78	79.6%
Sex		
Female	58	61.1%
Male	37	38.9%

Note: Tables exclude those who did not answer specific question.





**SECTION C:**  
**GRAPHIC SUMMARY OF BRANCH RESULTS**



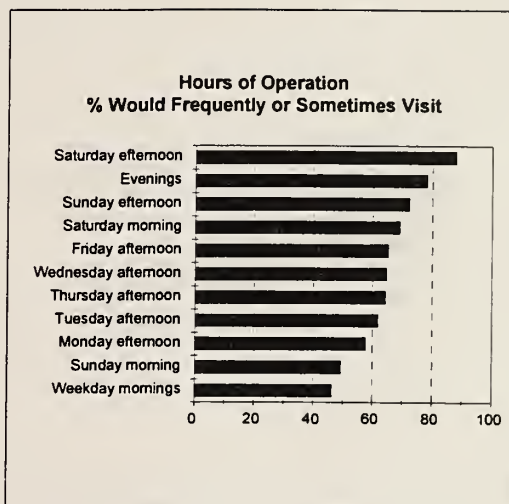
# RESULTS OF ANZA BRANCH LIBRARY SURVEY

(107 respondents surveyed on July 26, 27, 28, and 30)

## Preferences for Hours

% Would Frequently  
or Sometimes Use

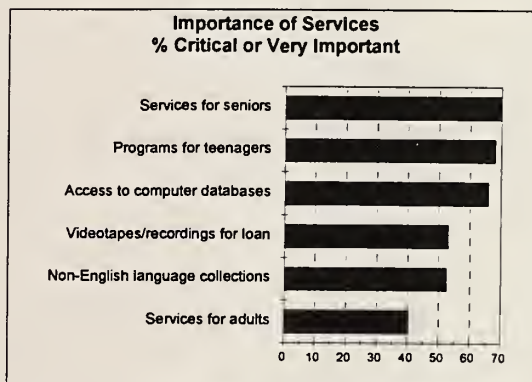
Saturday afternoon	87.9
Evenings	78.2
Sunday afternoon	72.3
Saturday morning	69.0
Friday afternoon	65.2
Wednesday afternoon	64.7
Thursday afternoon	64.4
Tuesday afternoon	61.8
Monday afternoon	57.8
Sunday morning	49.4
Weekday mornings	46.3



## Preferences for Services

% Critical or  
Very Important

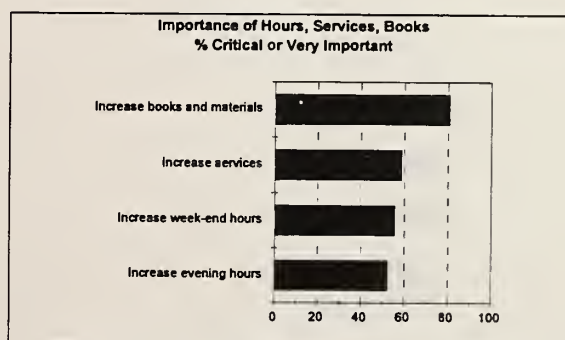
Services for seniors	70.0
Programs for teenagers	68.0
Access to computer databases	66.0
Videotapes/recordings for loan	53.0
Non-English language collections	52.5
Services for adults	40.4



## Hours, Services and Books

% Critical or  
Very Important

Increase books and materials	80.8
Increase services	58.8
Increase week-end hours	55.6
Increase evening hours	52.5



Notes: Anza branch respondents would most often use this branch Saturday afternoons and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Anza respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

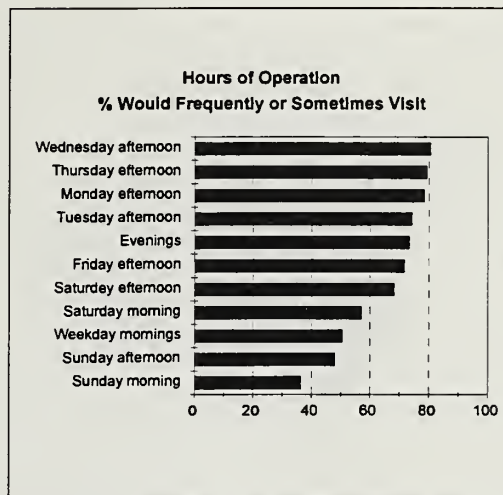


# RESULTS OF BAYVIEW LIBRARY SURVEY

(103 respondents surveyed on July 26, 27, 28, August 2)

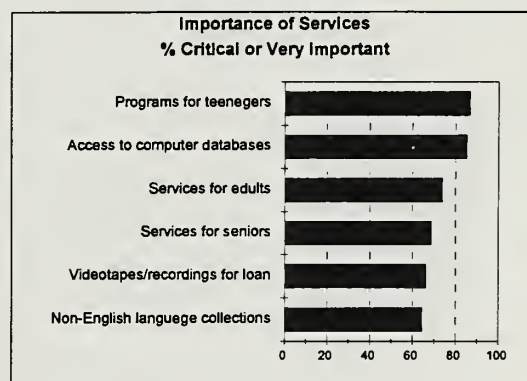
## Preferences for Hours      % Would Frequently or Sometimes Use

Wednesday afternoon	80.5
Thursday afternoon	79.3
Monday afternoon	78.4
Tuesday afternoon	74.2
Evenings	73.3
Friday afternoon	71.7
Saturday afternoon	68.2
Saturday morning	57.1
Weekday mornings	50.6
Sunday afternoon	48.1
Sunday morning	36.4



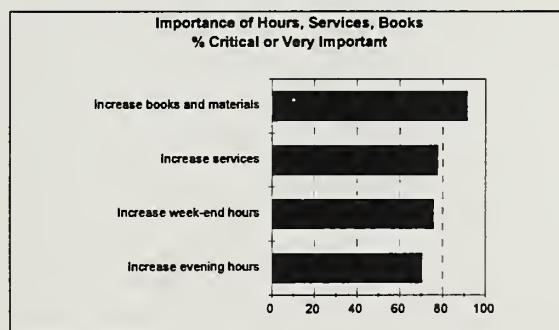
## Preferences for Services      % Critical or Very Important

Programs for teenagers	86.7
Access to computer databases	85.4
Services for adults	74.0
Services for seniors	68.8
Videotapes/recordings for loan	66.3
Non-English language collections	64.5



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	91.5
Increase services	77.9
Increase week-end hours	75.8
Increase evening hours	70.5



Notes: Bayview branch respondents would most often use this branch weekday afternoons and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Bayview respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.





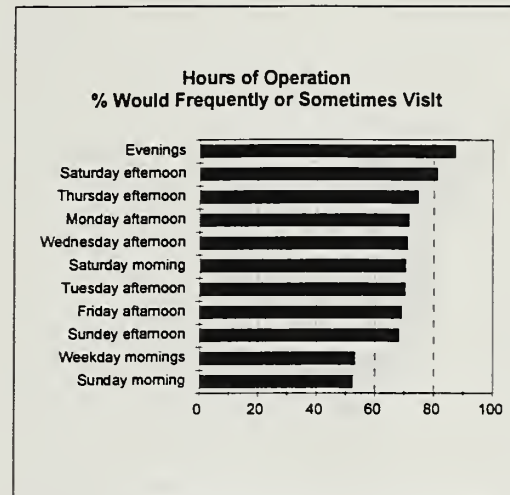
# RESULTS OF BERNAL HEIGHTS LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, August 2, August 24)

## Preferences for Hours

% Would Frequently  
or Sometimes Use

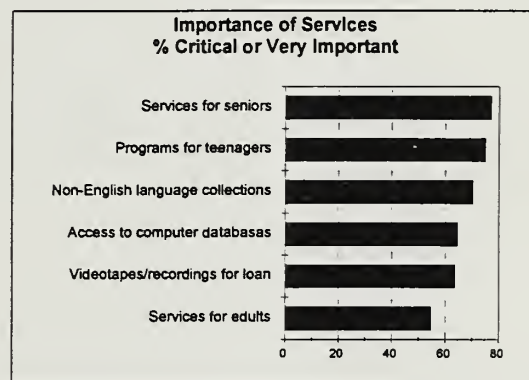
Evenings	87.2
Saturday afternoon	81.2
Thursday afternoon	74.7
Monday afternoon	71.4
Wednesday afternoon	71.1
Saturday morning	70.2
Tuesday afternoon	70.2
Friday afternoon	69.0
Sunday afternoon	68.2
Weekday mornings	53.2
Sunday morning	52.5



## Preferences for Services

% Critical or  
Very Important

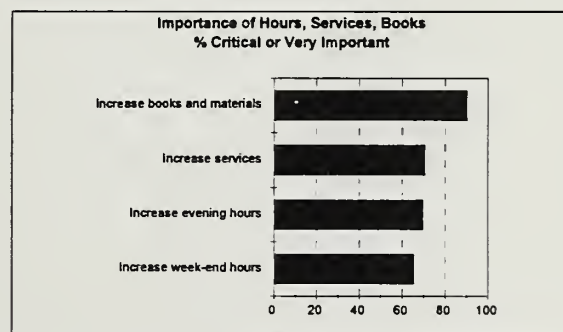
Services for seniors	77.1
Programs for teenagers	75.0
Non-English language collections	70.3
Access to computer databases	64.6
Videotapes/recordings for loan	63.7
Services for adults	54.7



## Hours, Services and Books

% Critical or  
Very Important

Increase books and materials	90.4
Increase services	70.7
Increase evening hours	69.9
Increase week-end hours	65.6



Notes: Bernal Heights branch respondents would most often use this branch evenings, Saturdays and weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Bernal Heights respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.





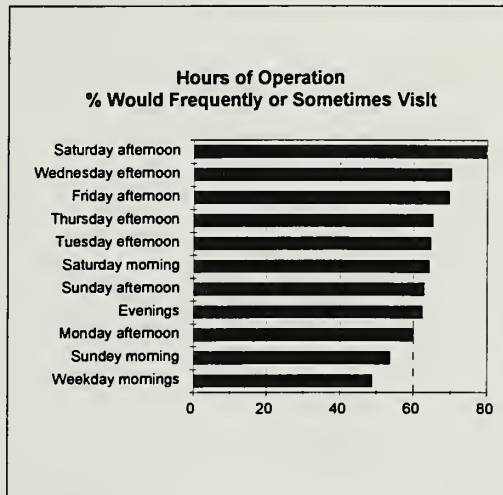
# RESULTS OF CHINATOWN LIBRARY SURVEY

(114 respondents surveyed on July 26, 27, 28 and 30)

## Preferences for Hours

% Would Frequently  
or Sometimes Use

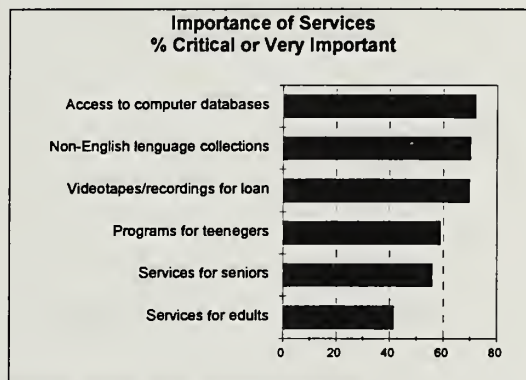
Saturday afternoon	79.6
Wednesday afternoon	70.3
Friday afternoon	69.7
Thursday afternoon	65.3
Tuesday afternoon	64.7
Saturday morning	64.3
Sunday afternoon	62.9
Evenings	62.5
Monday afternoon	60.0
Sunday morning	53.7
Weekday mornings	48.9



## Preferences for Services

% Critical or  
Very Important

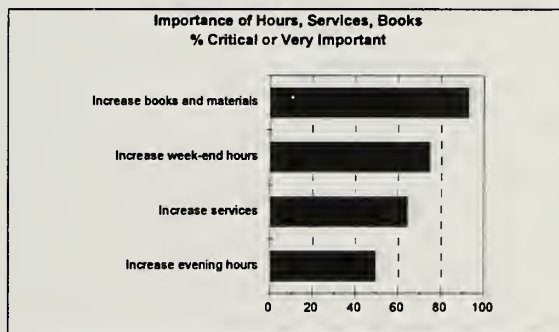
Access to computer databases	72.0
Non-English language collections	70.2
Videotapes/recordings for loan	69.9
Programs for teenagers	58.9
Services for seniors	55.9
Services for adults	41.6



## Hours, Services and Books

% Critical or  
Very Important

Increase books and materials	92.9
Increase week-end hours	75.0
Increase services	64.4
Increase evening hours	49.5



Notes: Chinatown respondents would most often use this branch on Saturday afternoons.

They feel increasing books and hours is more important than increasing services.

Also, Chinatown respondents would most often use the branch on Saturday evening over any other evening, and feel the branch should close at 9pm.

Section 1		Section 2	
Item 1	1.1	Item 2	2.1
	1.2		2.2
	1.3		2.3
	1.4		2.4
Item 3	3.1	Item 4	4.1
	3.2		4.2
	3.3		4.3
	3.4		4.4
Item 5	5.1	Item 6	6.1
	5.2		6.2
	5.3		6.3
	5.4		6.4
Item 7	7.1	Item 8	8.1
	7.2		8.2
	7.3		8.3
	7.4		8.4
Item 9	9.1	Item 10	10.1
	9.2		10.2
	9.3		10.3
	9.4		10.4
Item 11	11.1	Item 12	12.1
	11.2		12.2
	11.3		12.3
	11.4		12.4
Item 13	13.1	Item 14	14.1
	13.2		14.2
	13.3		14.3
	13.4		14.4
Item 15	15.1	Item 16	16.1
	15.2		16.2
	15.3		16.3
	15.4		16.4
Item 17	17.1	Item 18	18.1
	17.2		18.2
	17.3		18.3
	17.4		18.4
Item 19	19.1	Item 20	20.1
	19.2		20.2
	19.3		20.3
	19.4		20.4
Item 21	21.1	Item 22	22.1
	21.2		22.2
	21.3		22.3
	21.4		22.4
Item 23	23.1	Item 24	24.1
	23.2		24.2
	23.3		24.3
	23.4		24.4
Item 25	25.1	Item 26	26.1
	25.2		26.2
	25.3		26.3
	25.4		26.4
Item 27	27.1	Item 28	28.1
	27.2		28.2
	27.3		28.3
	27.4		28.4
Item 29	29.1	Item 30	30.1
	29.2		30.2
	29.3		30.3
	29.4		30.4
Item 31	31.1	Item 32	32.1
	31.2		32.2
	31.3		32.3
	31.4		32.4
Item 33	33.1	Item 34	34.1
	33.2		34.2
	33.3		34.3
	33.4		34.4
Item 35	35.1	Item 36	36.1
	35.2		36.2
	35.3		36.3
	35.4		36.4
Item 37	37.1	Item 38	38.1
	37.2		38.2
	37.3		38.3
	37.4		38.4
Item 39	39.1	Item 40	40.1
	39.2		40.2
	39.3		40.3
	39.4		40.4
Item 41	41.1	Item 42	42.1
	41.2		42.2
	41.3		42.3
	41.4		42.4
Item 43	43.1	Item 44	44.1
	43.2		44.2
	43.3		44.3
	43.4		44.4
Item 45	45.1	Item 46	46.1
	45.2		46.2
	45.3		46.3
	45.4		46.4
Item 47	47.1	Item 48	48.1
	47.2		48.2
	47.3		48.3
	47.4		48.4
Item 49	49.1	Item 50	50.1
	49.2		50.2
	49.3		50.3
	49.4		50.4
Item 51	51.1	Item 52	52.1
	51.2		52.2
	51.3		52.3
	51.4		52.4
Item 53	53.1	Item 54	54.1
	53.2		54.2
	53.3		54.3
	53.4		54.4
Item 55	55.1	Item 56	56.1
	55.2		56.2
	55.3		56.3
	55.4		56.4
Item 57	57.1	Item 58	58.1
	57.2		58.2
	57.3		58.3
	57.4		58.4
Item 59	59.1	Item 60	60.1
	59.2		60.2
	59.3		60.3
	59.4		60.4
Item 61	61.1	Item 62	62.1
	61.2		62.2
	61.3		62.3
	61.4		62.4
Item 63	63.1	Item 64	64.1
	63.2		64.2
	63.3		64.3
	63.4		64.4
Item 65	65.1	Item 66	66.1
	65.2		66.2
	65.3		66.3
	65.4		66.4
Item 67	67.1	Item 68	68.1
	67.2		68.2
	67.3		68.3
	67.4		68.4
Item 69	69.1	Item 70	70.1
	69.2		70.2
	69.3		70.3
	69.4		70.4
Item 71	71.1	Item 72	72.1
	71.2		72.2
	71.3		72.3
	71.4		72.4
Item 73	73.1	Item 74	74.1
	73.2		74.2
	73.3		74.3
	73.4		74.4
Item 75	75.1	Item 76	76.1
	75.2		76.2
	75.3		76.3
	75.4		76.4
Item 77	77.1	Item 78	78.1
	77.2		78.2
	77.3		78.3
	77.4		78.4
Item 79	79.1	Item 80	80.1
	79.2		80.2
	79.3		80.3
	79.4		80.4
Item 81	81.1	Item 82	82.1
	81.2		82.2
	81.3		82.3
	81.4		82.4
Item 83	83.1	Item 84	84.1
	83.2		84.2
	83.3		84.3
	83.4		84.4
Item 85	85.1	Item 86	86.1
	85.2		86.2
	85.3		86.3
	85.4		86.4
Item 87	87.1	Item 88	88.1
	87.2		88.2
	87.3		88.3
	87.4		88.4
Item 89	89.1	Item 90	90.1
	89.2		90.2
	89.3		90.3
	89.4		90.4
Item 91	91.1	Item 92	92.1
	91.2		92.2
	91.3		92.3
	91.4		92.4
Item 93	93.1	Item 94	94.1
	93.2		94.2
	93.3		94.3
	93.4		94.4
Item 95	95.1	Item 96	96.1
	95.2		96.2
	95.3		96.3
	95.4		96.4
Item 97	97.1	Item 98	98.1
	97.2		98.2
	97.3		98.3
	97.4		98.4
Item 99	99.1	Item 100	100.1
	99.2		100.2
	99.3		100.3
	99.4		100.4

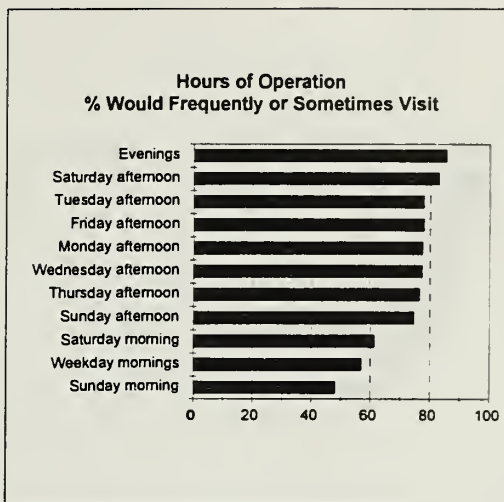
# RESULTS OF EUREKA VALLEY LIBRARY SURVEY

(99 respondents surveyed on July 26, 27, 28 and August 1)

## Preferences for Hours

% Would Frequently  
or Sometimes Use

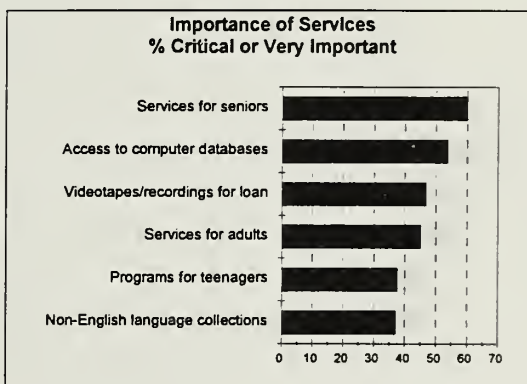
Evenings	85.6
Saturday afternoon	83.0
Tuesday afternoon	78.2
Friday afternoon	78.0
Monday afternoon	77.6
Wednesday afternoon	77.4
Thursday afternoon	76.5
Sunday afternoon	74.7
Saturday morning	61.4
Weekday mornings	57.0
Sunday morning	48.2



## Preferences for Services

% Critical or  
Very Important

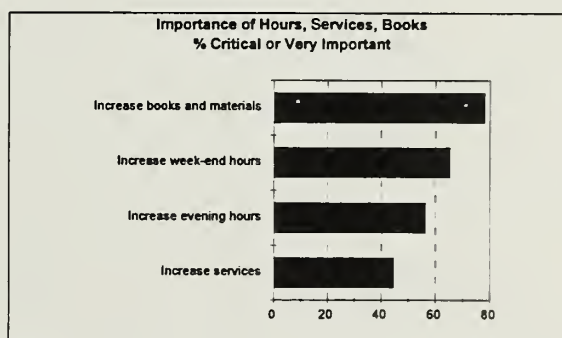
Services for seniors	60.2
Access to computer databases	53.8
Videotapes/recordings for loan	46.8
Services for adults	45.2
Programs for teenagers	37.6
Non-English language collections	37.1



## Hours, Services and Books

% Critical or  
Very Important

Increase books and materials	78.1
Increase week-end hours	65.3
Increase evening hours	56.4
Increase services	44.6



Notes: Eureka Valley respondents would most often use this branch evenings and Saturday afternoons.

They feel increasing books and hours is more important than increasing services.

Also, Eureka Valley respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



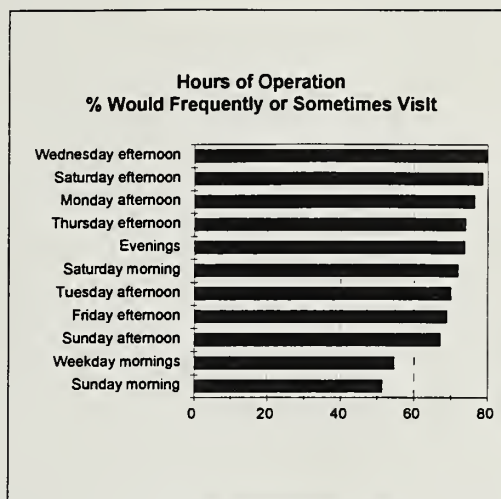


# RESULTS OF EXCELSIOR LIBRARY SURVEY

(98 respondents surveyed on July 26, 27, 28, and 30)

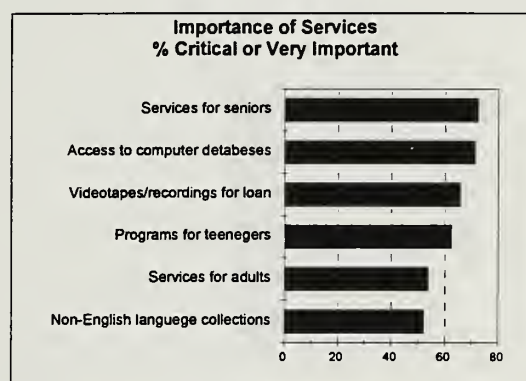
## Preferences for Hours      % Would Frequently or Sometimes Use

Wednesday afternoon	79.7
Saturday afternoon	78.7
Monday afternoon	76.5
Thursday afternoon	74.0
Evenings	73.7
Saturday morning	72.0
Tuesday afternoon	70.0
Friday afternoon	68.9
Sunday afternoon	67.1
Weekday mornings	54.7
Sunday morning	51.4



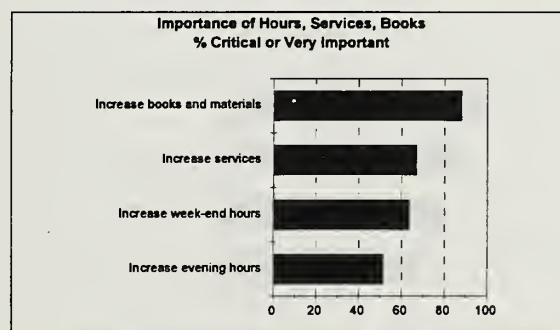
## Preferences for Services      % Critical or Very Important

Services for seniors	72.4
Access to computer databases	71.3
Videotapes/recordings for loan	65.9
Programs for teenagers	62.5
Services for adults	53.9
Non-English language collections	52.3



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	88.0
Increase services	67.1
Increase week-end hours	63.7
Increase evening hours	51.6



Notes: Excelsior branch respondents would most often use this branch weekday and Saturday afternoons, and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Excelsior respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

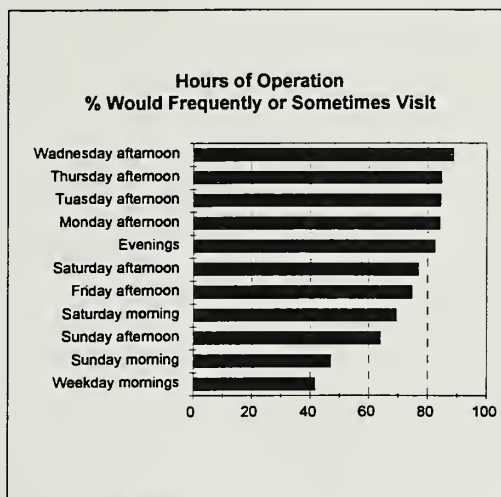


# RESULTS OF GLEN PARK BRANCH LIBRARY SURVEY

(91 respondents surveyed on July 26, 27, 28 and August 1)

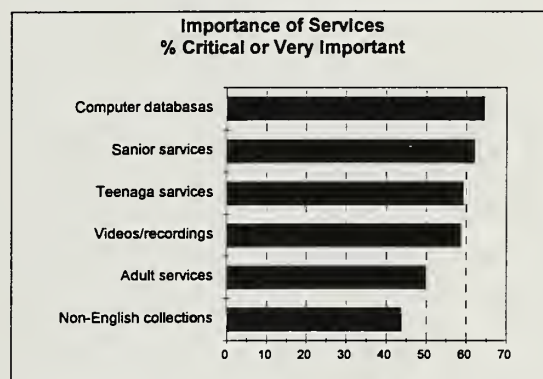
## Preferences for Hours      % Would Frequently or Sometimes Use

Wednesday afternoon	88.8
Thursday afternoon	84.6
Tuesday afternoon	84.4
Monday afternoon	84.1
Evenings	82.5
Saturday afternoon	76.9
Friday afternoon	74.7
Saturday morning	69.4
Sunday afternoon	63.9
Sunday morning	47.1
Weekday mornings	41.8



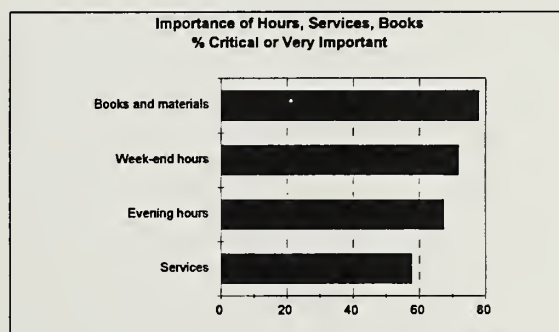
## Preferences for Services      % Critical or Very Important

Access to computer databases	64.4
Services for seniors	62.1
Programs for teenagers	59.3
Videotapes and recordings for loan	58.8
Services for adults	50.0
Collections in non-English languages	43.8



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	77.9
Increase week-end hours	71.9
Increase evening hours	67.4
Increase services	57.8



Notes: Glen Park respondents would most often use this branch weekday afternoons and evenings.

They feel increasing books and materials, and hours is more important than increasing services.

Also, Glen Park respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



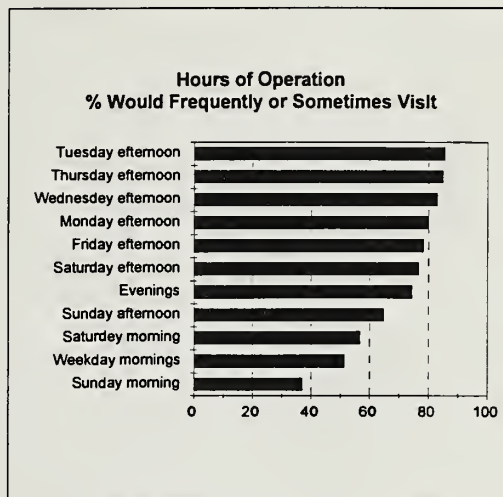


# RESULTS OF GOLDEN GATE VALLEY LIBRARY SURVEY

(96 respondents surveyed on July 26, 27, 28 and August 1)

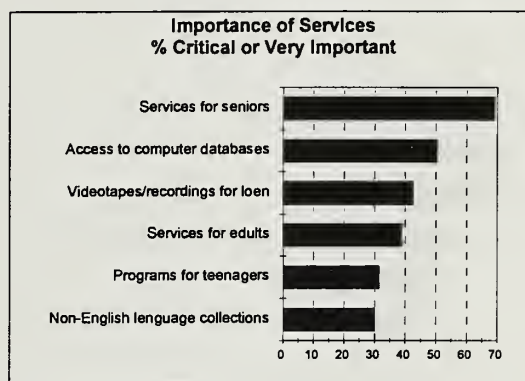
## Preferences for Hours      % Would Frequently or Sometimes Use

Tuesday afternoon	85.5
Thursday afternoon	84.8
Wednesday afternoon	82.9
Monday afternoon	80.0
Friday afternoon	78.2
Saturday afternoon	76.6
Evenings	74.4
Sunday afternoon	64.8
Saturday morning	56.6
Weekday mornings	51.4
Sunday morning	37.1



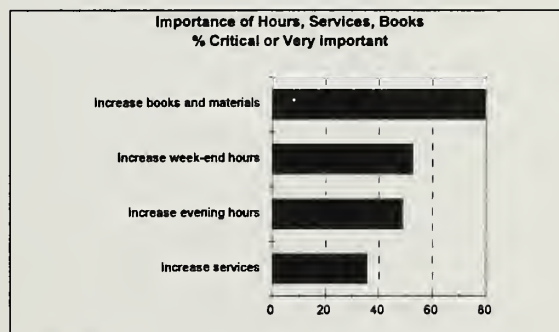
## Preferences for Services      % Critical or Very Important

Services for seniors	69.2
Access to computer databases	50.6
Videotapes/recordings for loan	42.7
Services for adults	38.9
Programs for teenagers	31.5
Non-English language collections	30.0



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	79.6
Increase week-end hours	52.7
Increase evening hours	48.9
Increase services	35.6



Notes: Golden Gate Valley branch respondents would most often use this branch weekday afternoons, Saturday afternoons, and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Golden Gate Valley respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

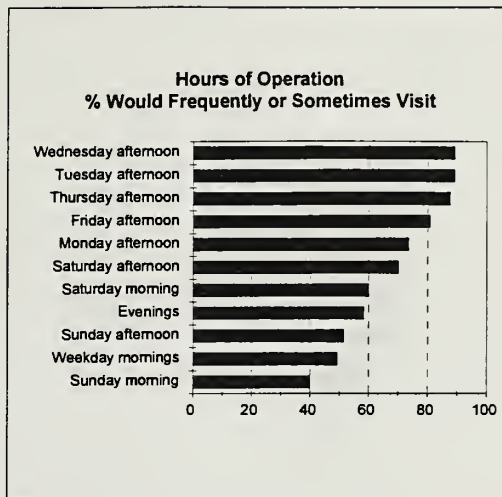


# RESULTS OF INGLESIDE LIBRARY SURVEY

(99 respondents surveyed on July 28, August 3, 4, and 5)

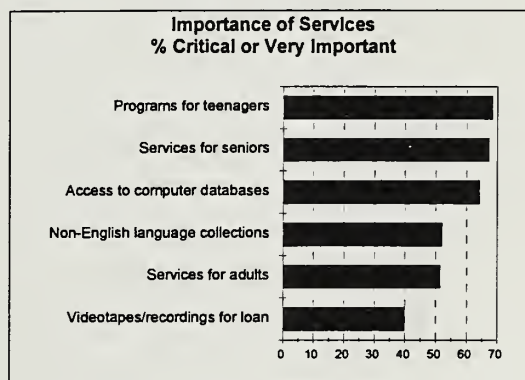
## Preferences for Hours      % Would Frequently or Sometimes Use

Wednesday afternoon	89.2
Tuesday afternoon	89.0
Thursday afternoon	87.5
Friday afternoon	80.8
Monday afternoon	73.5
Saturday afternoon	70.1
Saturday morning	60.0
Evenings	58.3
Sunday afternoon	51.5
Weekday mornings	49.3
Sunday morning	40.0



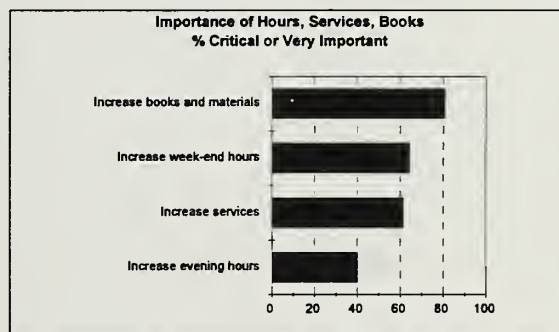
## Preferences for Services      % Critical or Very Important

Programs for teenagers	68.4
Services for seniors	67.4
Access to computer databases	64.3
Non-English language collections	52.1
Services for adults	51.5
Videotapes/recordings for loan	39.8



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	80.9
Increase week-end hours	64.5
Increase services	61.7
Increase evening hours	40.2



Notes: Ingleside branch respondents would most often use this branch weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Ingleside respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

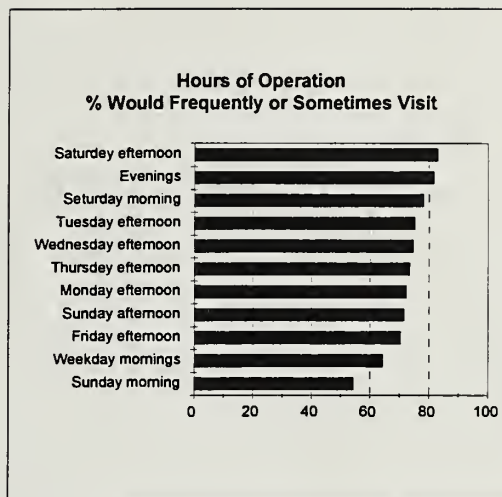


# RESULTS OF MAIN LIBRARY SURVEY

(127 respondents surveyed on July 26, 27, 28, and 30)

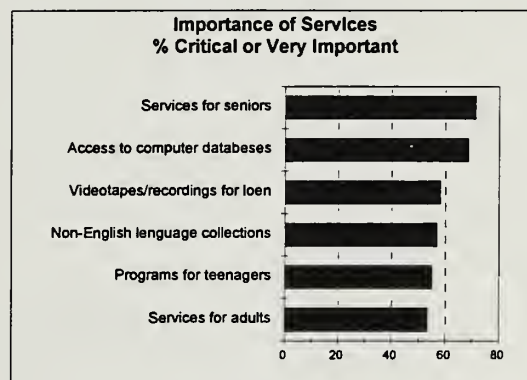
## Preferences for Hours % Would Frequently or Sometimes Use

Saturday afternoon	82.9
Evenings	81.6
Saturday morning	78.2
Tuesday afternoon	75.2
Wednesday afternoon	74.6
Thursday afternoon	73.4
Monday afternoon	72.3
Sunday afternoon	71.4
Friday afternoon	70.4
Weekday mornings	64.4
Sunday morning	54.4



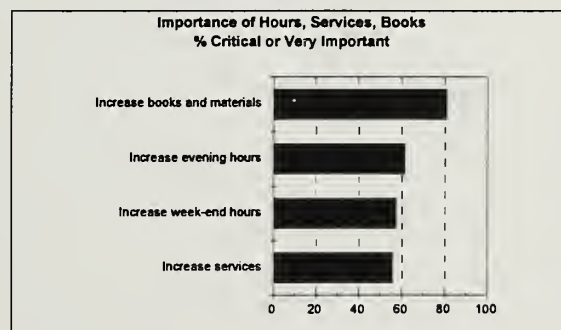
## Preferences for Services % Critical or Very Important

Services for seniors	71.3
Access to computer databases	68.7
Videotapes/recordings for loan	58.3
Non-English language collections	57.0
Programs for teenagers	55.2
Services for adults	53.5



## Hours, Services and Books % Critical or Very Important

Increase books and materials	81.0
Increase evening hours	61.5
Increase week-end hours	57.5
Increase services	55.8



Notes: Main Library respondents would most often use this branch Saturdays and evenings. .

They feel increasing books and materials is more important than increasing hours and services.

Also, Main Library respondents would most often use the branch on Tuesday evening over any other evening, and feel the branch should close at 9pm.





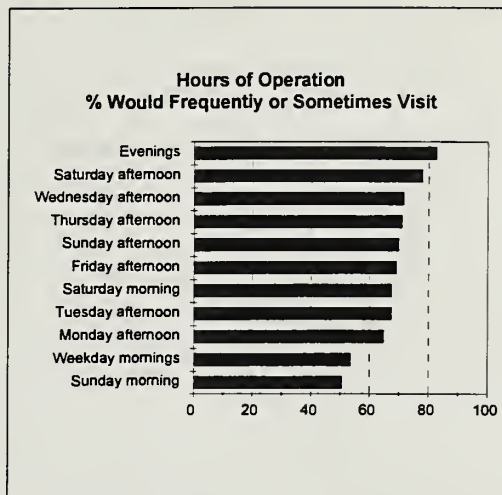
# RESULTS OF MARINA BRANCH LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, and 30)

## Preferences for Hours

% Would Frequently or Sometimes Use

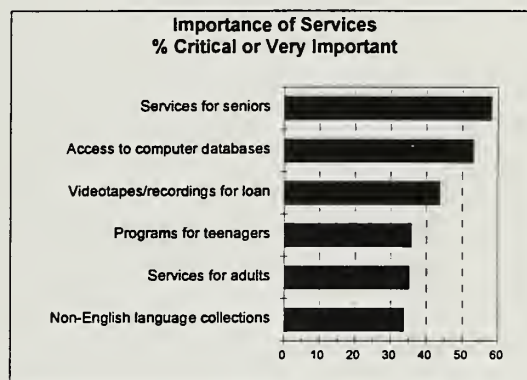
Evenings	82.6
Saturday afternoon	77.8
Wednesday afternoon	71.4
Thursday afternoon	70.9
Sunday afternoon	69.8
Friday afternoon	69.0
Saturday morning	67.4
Tuesday afternoon	67.4
Monday afternoon	64.8
Weekday mornings	53.6
Sunday morning	50.6



## Preferences for Services

% Critical or Very Important

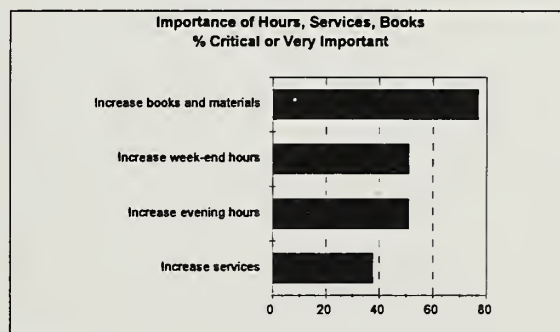
Services for seniors	58.2
Access to computer databases	53.2
Videotapes/recordings for loan	43.8
Programs for teenagers	35.8
Services for adults	35.1
Non-English language collections	33.7



## Hours, Services and Books

% Critical or Very Important

Increase books and materials	76.8
Increase week-end hours	51.1
Increase evening hours	51.0
Increase services	37.6



Notes: Marina branch respondents would most often use this branch evenings and week-ends.

They feel increasing books and materials is more important than increasing hours and services.

Also, Marina respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.





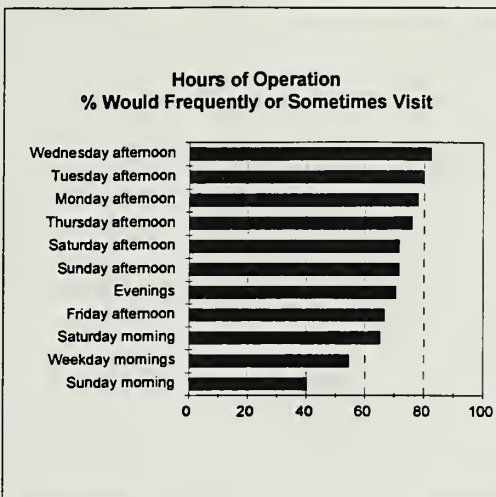
# RESULTS OF MERCED BRANCH LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, and 30)

## Preferences for Hours

% Would Frequently  
or Sometimes Use

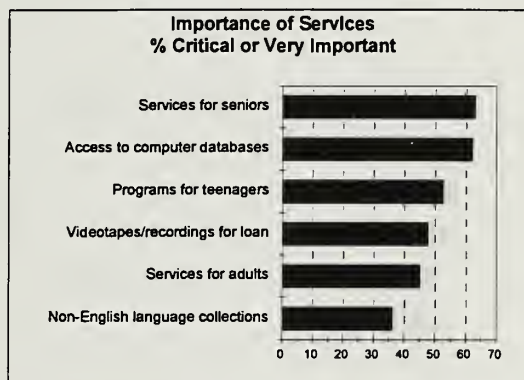
Wednesday afternoon	82.4
Tuesday afternoon	80.0
Monday afternoon	77.9
Thursday afternoon	75.9
Saturday afternoon	71.6
Sunday afternoon	71.6
Evenings	70.5
Friday afternoon	66.7
Saturday morning	65.1
Weekday mornings	54.5
Sunday morning	40.3



## Preferences for Services

% Critical or  
Very Important

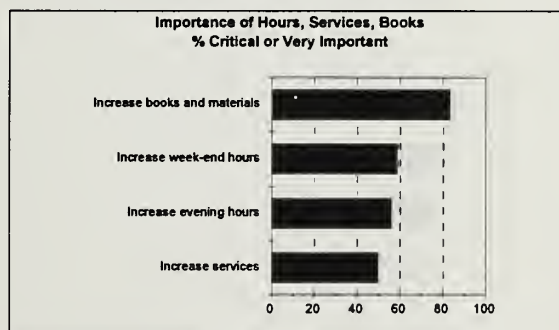
Services for seniors	63.0
Access to computer databases	62.2
Programs for teenagers	52.8
Videotapes/recordings for loan	47.8
Services for adults	45.2
Non-English language collections	36.3



## Hours, Services and Books

% Critical or  
Very Important

Increase books and materials	83.3
Increase week-end hours	58.7
Increase evening hours	56.0
Increase services	50.0



Notes: Merced branch respondents would most often use this branch weekday and weekend afternoons, and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Merced respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

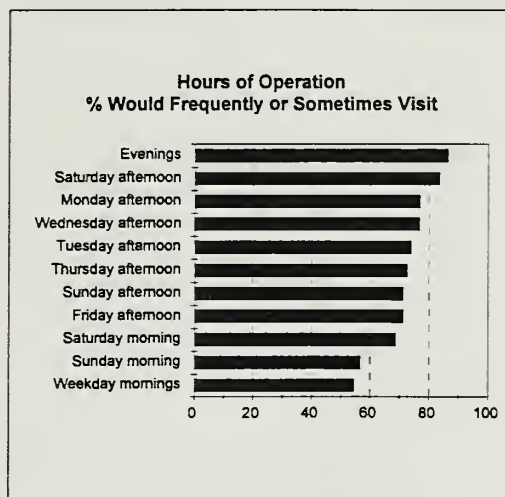


# RESULTS OF MISSION BRANCH LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, and 30)

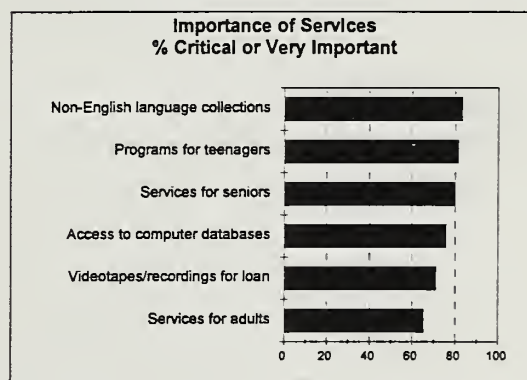
## Preferences for Hours                      % Would Frequently or Sometimes Use

Evenings	86.3
Saturday afternoon	83.5
Monday afternoon	76.9
Wednesday afternoon	76.7
Tuesday afternoon	73.9
Thursday afternoon	72.6
Sunday afternoon	71.2
Friday afternoon	71.0
Saturday morning	68.6
Sunday morning	56.7
Weekday mornings	54.5



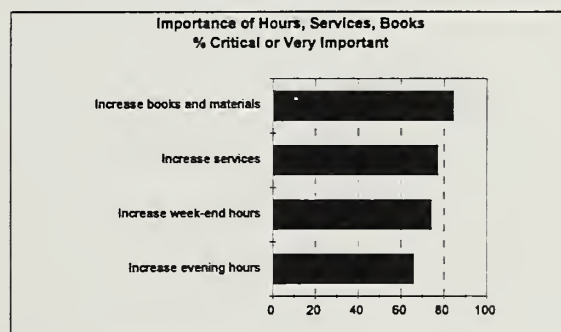
## Preferences for Services                      % Critical or Very Important

Non-English language collections	83.3
Programs for teenagers	81.5
Services for seniors	80.0
Access to computer databases	75.8
Videotapes/recordings for loan	71.1
Services for adults	65.5



## Hours, Services and Books                      % Critical or Very Important

Increase books and materials	84.4
Increase services	77.3
Increase week-end hours	74.2
Increase evening hours	65.9



Notes: Mission respondents would most often use this branch evenings and Saturday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Mission respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

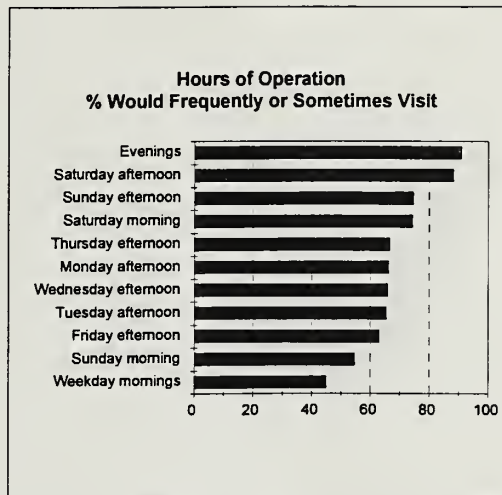


# RESULTS OF NOE VALLEY LIBRARY SURVEY

(98 respondents surveyed on July 26, 27, 29 and 30)

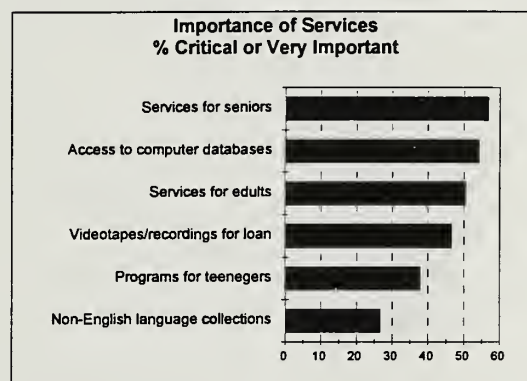
## Preferences for Hours      % Would Frequently or Sometimes Use

Evenings	90.9
Saturday afternoon	88.2
Sunday afternoon	74.7
Saturday morning	74.4
Thursday afternoon	66.7
Monday afternoon	66.3
Wednesday afternoon	65.9
Tuesday afternoon	65.5
Friday afternoon	63.0
Sunday morning	54.7
Weekday mornings	45.0



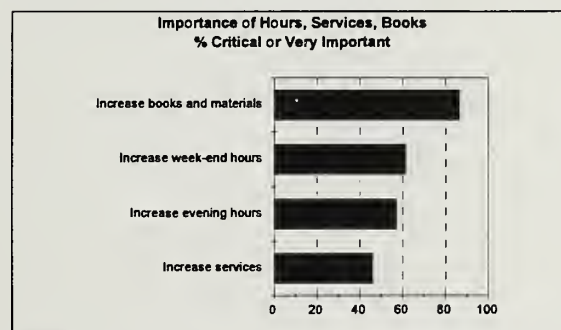
## Preferences for Services      % Critical or Very Important

Services for seniors	56.8
Access to computer databases	54.3
Services for adults	50.5
Videotapes/recordings for loan	46.7
Programs for teenagers	37.9
Non-English language collections	26.6



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	86.5
Increase week-end hours	61.5
Increase evening hours	57.4
Increase services	46.2



Notes: Noe Valley branch respondents would most often use this branch evenings and Saturday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Noe Valley respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



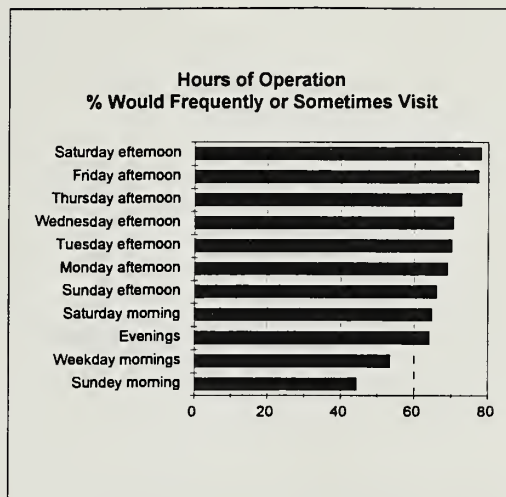


# RESULTS OF NORTH BEACH BRANCH LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, and 30)

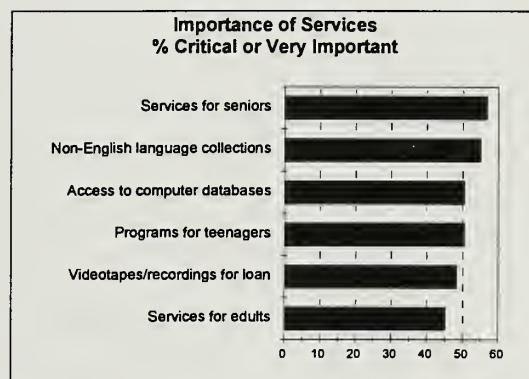
## Preferences for Hours      % Would Frequently or Sometimes Use

Saturday afternoon	78.0
Friday afternoon	77.4
Thursday afternoon	72.8
Wednesday afternoon	70.7
Tuesday afternoon	70.2
Monday afternoon	69.0
Sunday afternoon	66.2
Saturday morning	64.9
Evenings	64.1
Weekday mornings	53.5
Sunday morning	44.3



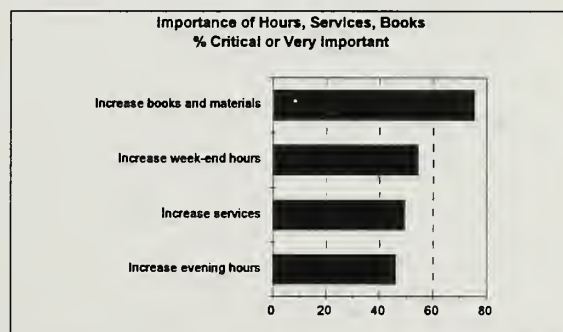
## Preferences for Services      % Critical or Very Important

Services for seniors	56.8
Non-English language collections	55.1
Access to computer databases	50.6
Programs for teenagers	50.5
Videotapes/recordings for loan	48.4
Services for adults	45.2



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	75.3
Increase week-end hours	54.4
Increase services	49.5
Increase evening hours	46.1



Notes: North Beach branch respondents would most often use this branch afternoons, both weekday and weekend.

They feel increasing books and materials is more important than increasing hours and services.

Also, North Beach respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



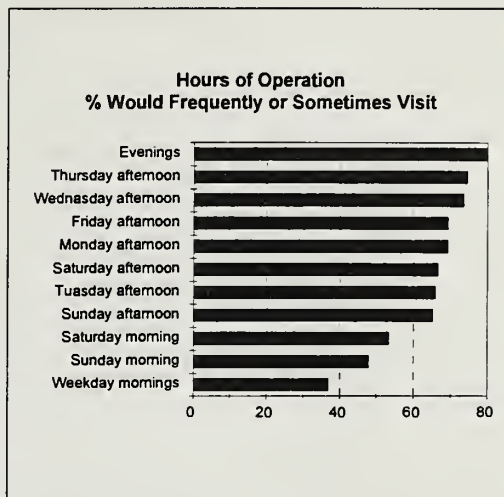


# RESULTS OF OCEAN VIEW BRANCH LIBRARY SURVEY

(58 respondents surveyed on July 27, 28, 30, August 5, and 15)

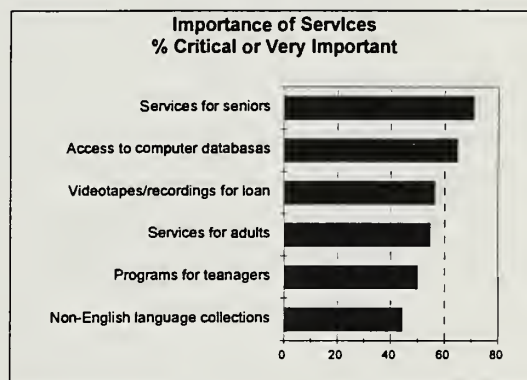
## Preferences for Hours % Would Frequently or Sometimes Use

Evenings	80.0
Thursday afternoon	74.5
Wednesday afternoon	73.6
Friday afternoon	69.4
Monday afternoon	69.2
Saturday afternoon	66.7
Tuesday afternoon	66.0
Sunday afternoon	65.3
Saturday morning	53.3
Sunday morning	47.8
Weekday mornings	37.0



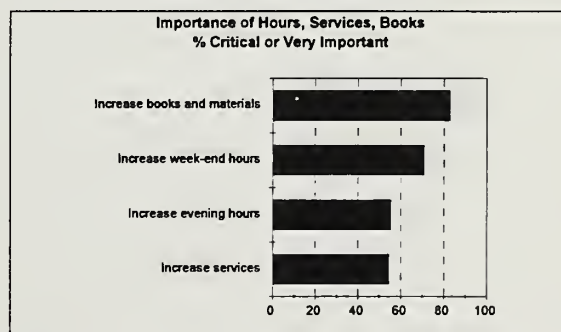
## Preferences for Services % Critical or Very Important

Services for seniors	70.9
Access to computer databases	64.8
Videotapes/recordings for loan	56.6
Services for adults	54.7
Programs for teenagers	50.0
Non-English language collections	44.4



## Hours, Services and Books % Critical or Very Important

Increase books and materials	83.0
Increase week-end hours	70.9
Increase evening hours	55.4
Increase services	54.5



Notes: Ocean View branch respondents would most often use this branch evenings and weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Ocean View respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

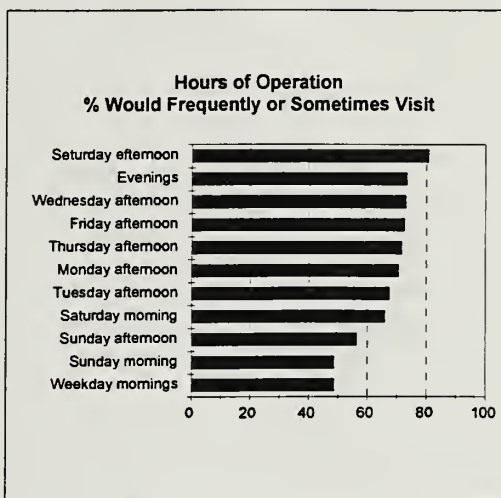


# RESULTS OF ORTEGA BRANCH LIBRARY SURVEY

(92 respondents surveyed on July 26, 27, 28, and 30)

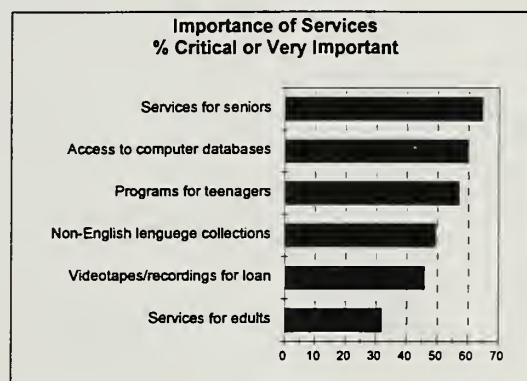
## Preferences for Hours      % Would Frequently or Sometimes Use

Saturday afternoon	80.8
Evenings	73.3
Wednesday afternoon	73.0
Friday afternoon	72.6
Thursday afternoon	71.6
Monday afternoon	70.5
Tuesday afternoon	67.5
Saturday morning	65.8
Sunday afternoon	56.3
Sunday morning	48.6
Weekday mornings	48.6



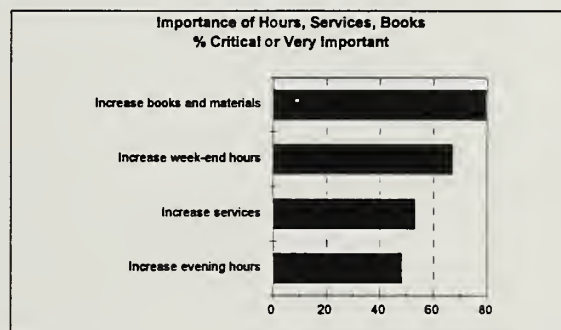
## Preferences for Services      % Critical or Very Important

Services for seniors	64.7
Access to computer databases	60.0
Programs for teenagers	57.1
Non-English language collections	49.4
Videotapes/recordings for loan	45.8
Services for adults	31.8



## Hours, Services and Books      % Critical or Very Important

Increase books and materials	79.5
Increase week-end hours	67.1
Increase services	53.1
Increase evening hours	48.2



Notes: Ortega branch respondents would most often use this branch Saturday afternoons, evenings and weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Ortega respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

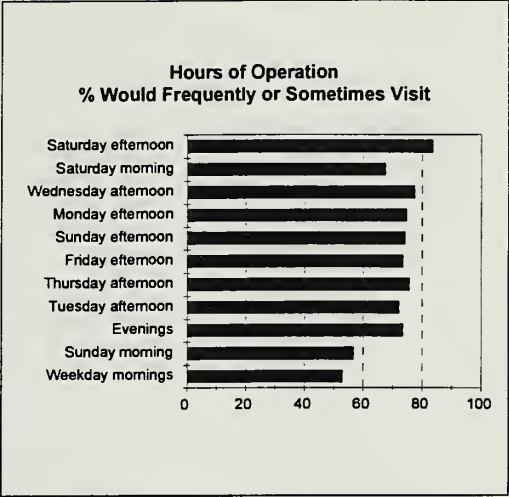




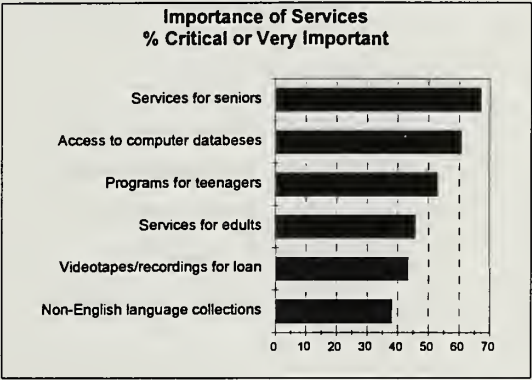
# RESULTS OF PARK LIBRARY SURVEY

(86 respondents surveyed on July 27, 28, August 1, 2, 23, and 24)

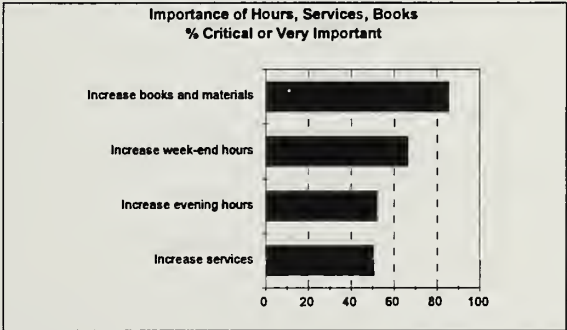
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday afternoon	83.6
Saturday morning	67.6
Wednesday afternoon	77.5
Monday afternoon	74.6
Sunday afternoon	74.3
Friday afternoon	73.6
Thursday afternoon	75.7
Tuesday afternoon	72.1
Evenings	73.4
Sunday morning	56.8
Weekday mornings	53.1



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	67.1
Access to computer databases	60.8
Programs for teenagers	53.0
Services for adults	45.8
Videotapes/recordings for loan	43.4
Non-English language collections	38.0



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	85.5
Increase week-end hours	66.7
Increase evening hours	52.4
Increase services	50.6



Notes: Park branch respondents would most often use this branch Saturday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

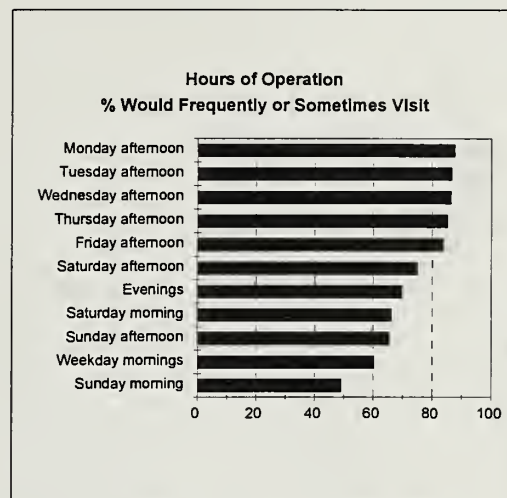
Also, Park respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



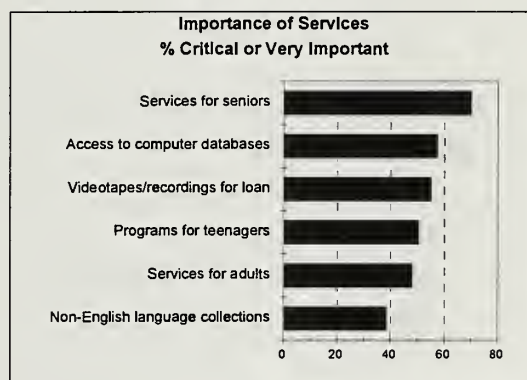
# RESULTS OF PARKSIDE BRANCH LIBRARY SURVEY

(100 respondents surveyed on July 26, 27, 28, August 1)

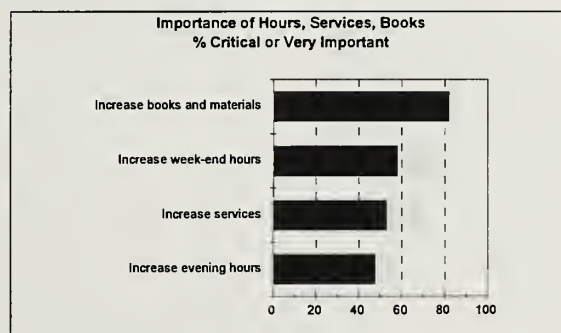
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Monday afternoon	87.7
Tuesday afternoon	86.5
Wednesday afternoon	86.3
Thursday afternoon	85.1
Friday afternoon	83.8
Saturday afternoon	75.0
Evenings	69.9
Saturday morning	66.2
Sunday afternoon	65.6
Weekday mornings	60.3
Sunday morning	49.2



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	70.1
Access to computer databases	57.5
Videotapes/recordings for loan	55.3
Programs for teenagers	50.6
Services for adults	48.2
Non-English language collections	38.6



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	82.0
Increase week-end hours	58.1
Increase services	53.1
Increase evening hours	47.6



Notes: Parkside branch respondents would most often use this branch weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Parkside respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 8pm.



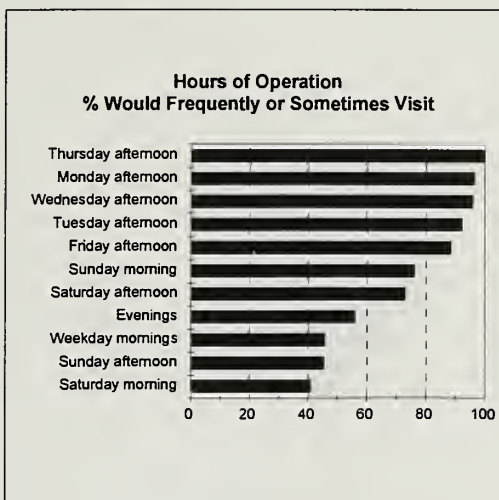


# RESULTS OF PORTOLA BRANCH LIBRARY SURVEY

(34 respondents surveyed on July 21, August 16, 30 and 31)

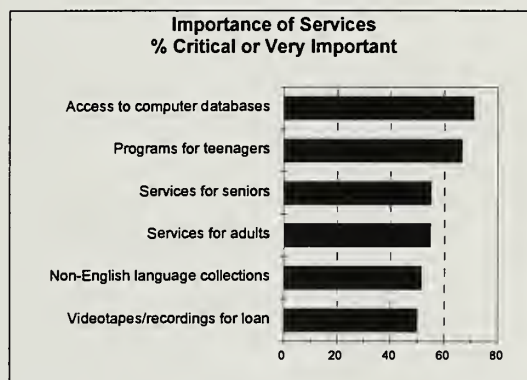
## Preferences for Hours % Would Frequently or Sometimes Use

Thursday afternoon	100.0
Monday afternoon	96.5
Wednesday afternoon	95.9
Tuesday afternoon	92.3
Friday afternoon	88.5
Sunday morning	76.2
Saturday afternoon	73.1
Evenings	56.0
Weekday mornings	45.8
Sunday afternoon	45.5
Saturday morning	40.9



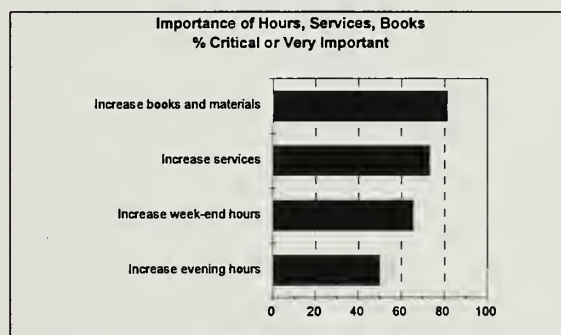
## Preferences for Services % Critical or Very Important

Access to computer databases	71.0
Programs for teenagers	66.7
Services for seniors	55.2
Services for adults	54.8
Non-English language collections	51.6
Videotapes/recordings for loan	50.0



## Hours, Services and Books % Critical or Very Important

Increase books and materials	81.3
Increase services	73.3
Increase week-end hours	65.6
Increase evening hours	50.0



Notes: Portola branch respondents would most often use this branch weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Potrero respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

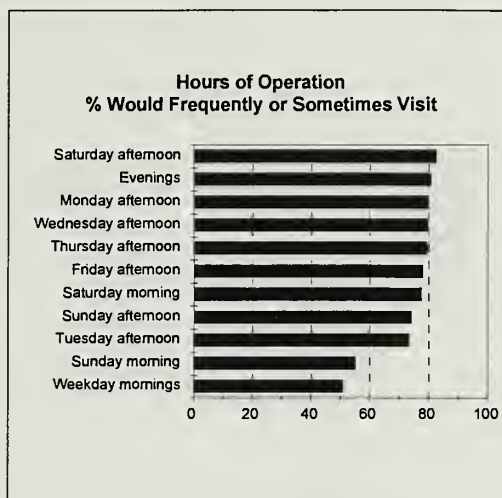


# RESULTS OF POTRERO BRANCH LIBRARY SURVEY

(70 respondents surveyed on July 28, 30, August 10, 11, 16)

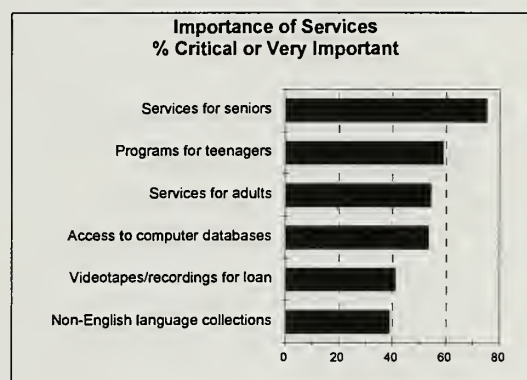
## Preferences for Hours                      % Would Frequently or Sometimes Use

Saturday afternoon	82.5
Evenings	80.7
Monday afternoon	80.0
Wednesday afternoon	79.7
Thursday afternoon	79.3
Friday afternoon	77.9
Saturday morning	77.4
Sunday afternoon	74.0
Tuesday afternoon	73.3
Sunday morning	55.1
Weekday mornings	50.9



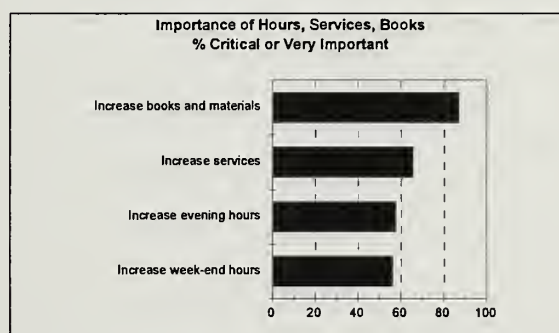
## Preferences for Services                      % Critical or Very Important

Services for seniors	75.3
Programs for teenagers	59.1
Services for adults	54.5
Access to computer databases	53.7
Videotapes/recordings for loan	41.2
Non-English language collections	39.1



## Hours, Services and Books                      % Critical or Very Important

Increase books and materials	86.8
Increase services	65.6
Increase evening hours	57.6
Increase week-end hours	56.0



Notes: Potrero branch respondents would most often use this branch Saturday afternoons, and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Potrero respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

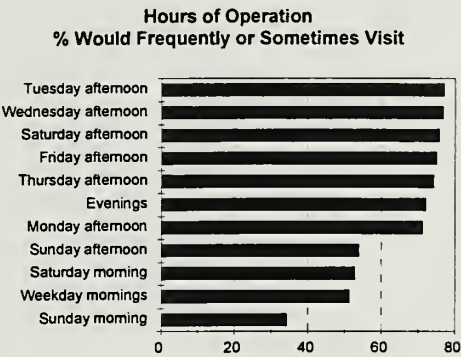


# RESULTS OF PRESIDIO LIBRARY SURVEY

(86 respondents surveyed on July 28, August 2, 3, and 5)

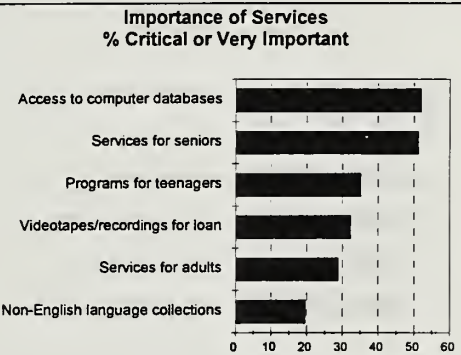
## Preferences for Hours

	% Would Frequently or Sometimes Use
Tuesday afternoon	77.1
Wednesday afternoon	76.8
Saturday afternoon	75.7
Friday afternoon	75.0
Thursday afternoon	74.3
Evenings	72.1
Monday afternoon	71.2
Sunday afternoon	54.0
Saturday morning	52.9
Weekday mornings	51.4
Sunday morning	34.4



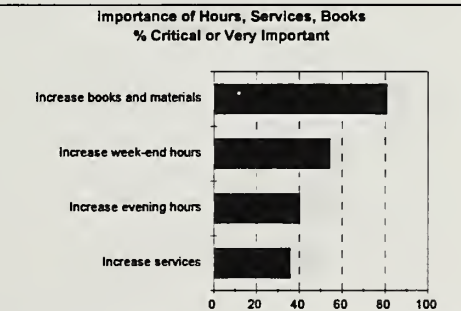
## Preferences for Services

	% Critical or Very Important
Access to computer databases	52.0
Services for seniors	51.3
Programs for teenagers	35.1
Videotapes/recordings for loan	32.4
Services for adults	28.9
Non-English language collections	19.7



## Hours, Services and Books

	% Critical or Very Important
Increase books and materials	81.0
Increase week-end hours	54.4
Increase evening hours	40.5
Increase services	36.0



Notes: Presidio branch respondents would most often use this branch weekday and Saturday afternoons and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, Presidio respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

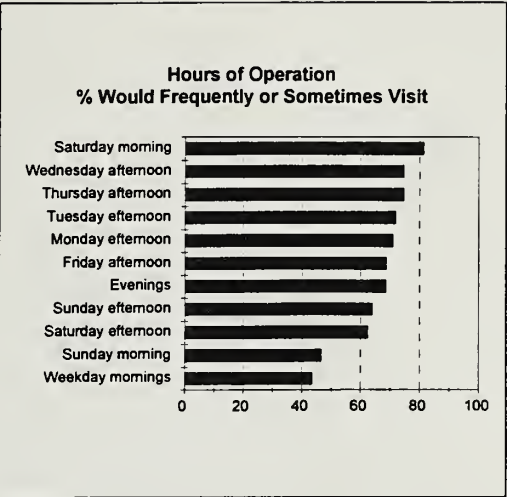




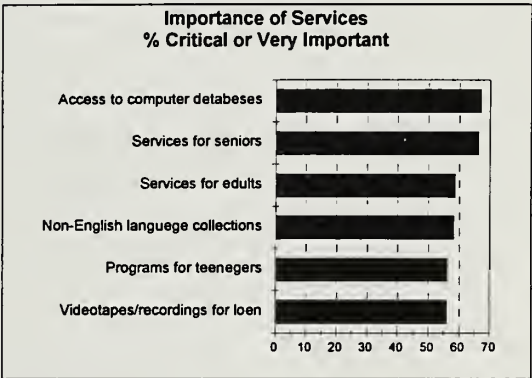
# RESULTS OF RICHMOND LIBRARY SURVEY

(102 respondents surveyed on July 26, 27, 28, and 30)

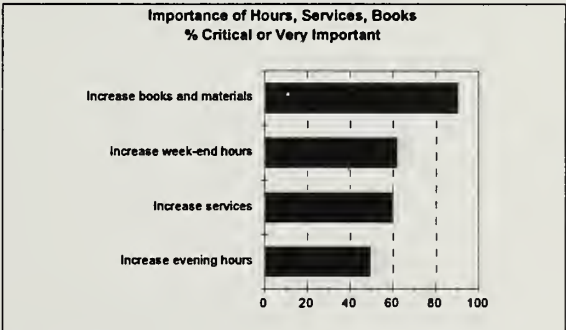
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday morning	81.4
Wednesday afternoon	74.7
Thursday afternoon	74.7
Tuesday afternoon	72.0
Monday afternoon	71.1
Friday afternoon	68.8
Evenings	68.7
Sunday afternoon	64.0
Saturday afternoon	62.5
Sunday morning	46.7
Weekday mornings	43.6



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Access to computer databases	67.0
Services for seniors	66.3
Services for adults	58.7
Non-English language collections	58.2
Programs for teenagers	56.2
Videotapes/recordings for loan	56.0



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	90.3
Increase week-end hours	62.0
Increase services	60.0
Increase evening hours	49.5



Notes: Richmond branch respondents would most often use this branch Saturday mornings and weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, Richmond respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

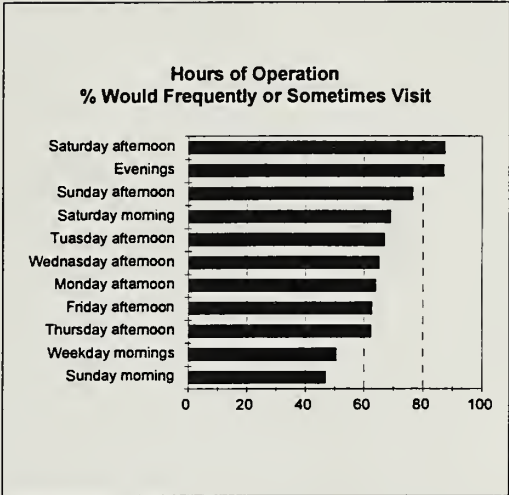




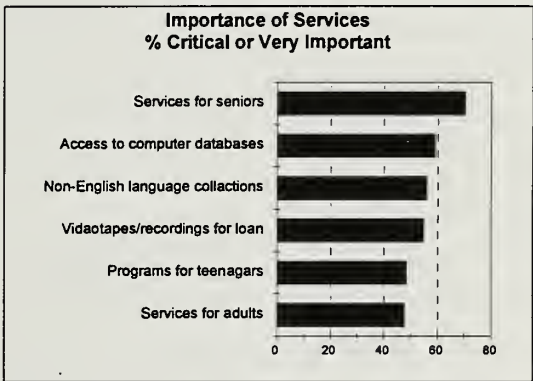
# RESULTS OF SUNSET LIBRARY SURVEY

(102 respondents surveyed July 27, 28, 30, and August 2)

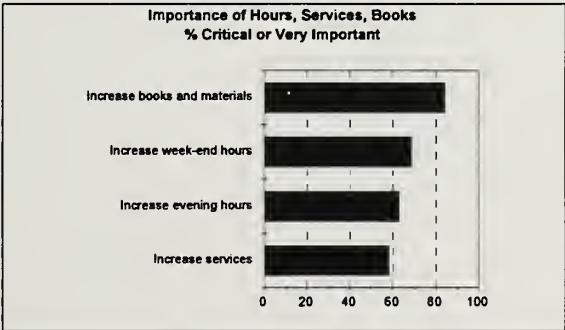
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday afternoon	87.4
Evenings	87.1
Sunday afternoon	76.5
Saturday morning	69.0
Tuesday afternoon	67.0
Wednesday afternoon	65.1
Monday afternoon	64.0
Friday afternoon	62.7
Thursday afternoon	62.4
Weekday mornings	50.6
Sunday morning	46.9



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	70.2
Access to computer databases	59.1
Non-English language collections	56.0
Videotapes/recordings for loan	54.8
Programs for teenagers	48.4
Services for adults	47.8



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	84.2
Increase week-end hours	68.8
Increase evening hours	63.0
Increase services	58.2



Notes: Sunset branch respondents would most often use this branch Saturday afternoons and evenings.

They feel increasing books and materials is more important than increasing hours and services.

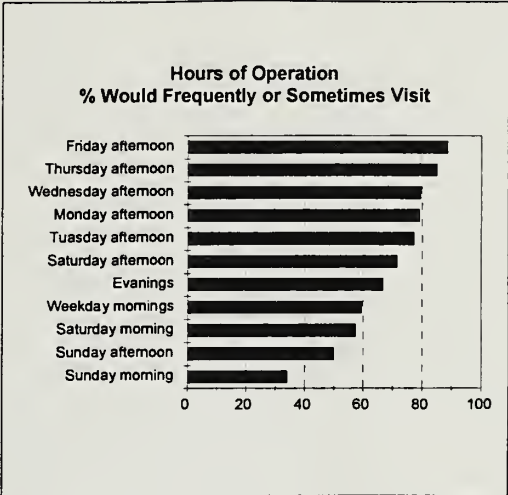
Also, Sunset respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.



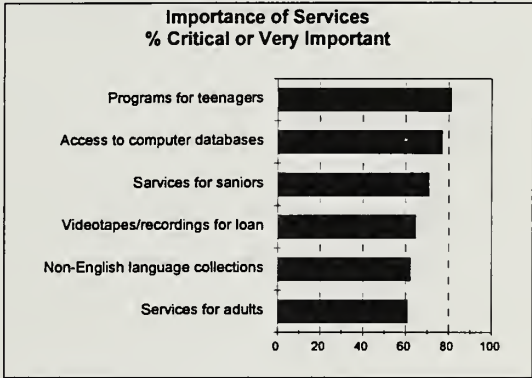
# RESULTS OF VISITACION VALLEY BRANCH LIBRARY SURVEY

(51 respondents surveyed on July 29, August 1, 3 and 5)

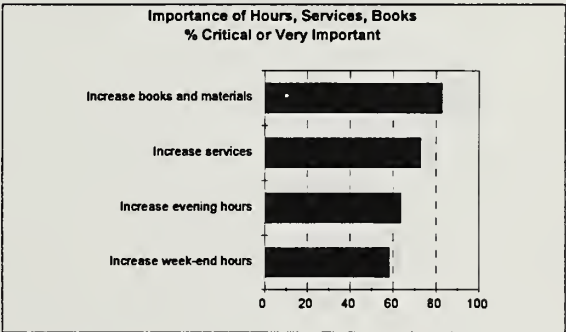
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Friday afternoon	88.6
Thursday afternoon	85.0
Wednesday afternoon	79.5
Monday afternoon	79.1
Tuesday afternoon	77.3
Saturday afternoon	71.4
Evenings	66.7
Weekday mornings	59.5
Saturday morning	57.5
Sunday afternoon	50.0
Sunday morning	34.2



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Programs for teenagers	81.3
Access to computer databases	77.1
Services for seniors	70.8
Videotapes/recordings for loan	64.6
Non-English language collections	62.2
Services for adults	60.9



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	83.0
Increase services	72.9
Increase evening hours	63.8
Increase week-end hours	58.3



Notes: Visitacion Valley branch respondents would most often use this branch weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

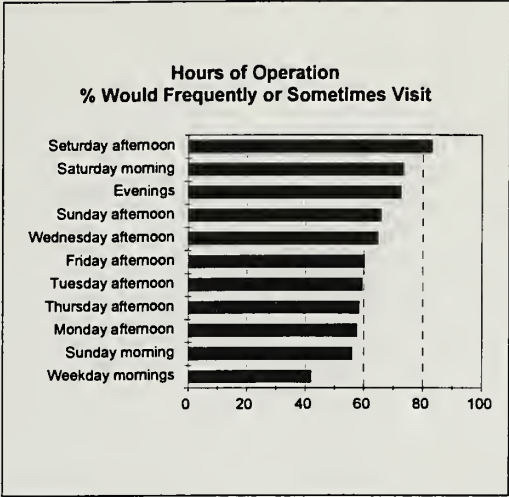
Also, Visitacion Valley respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 8pm.



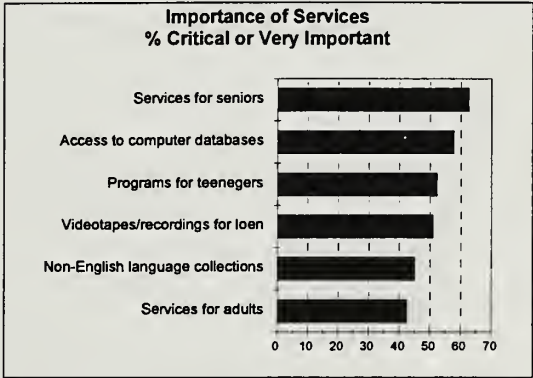
# RESULTS OF WEST PORTAL BRANCH LIBRARY SURVEY

(114 respondents surveyed on July 26, 28, 30, August 3)

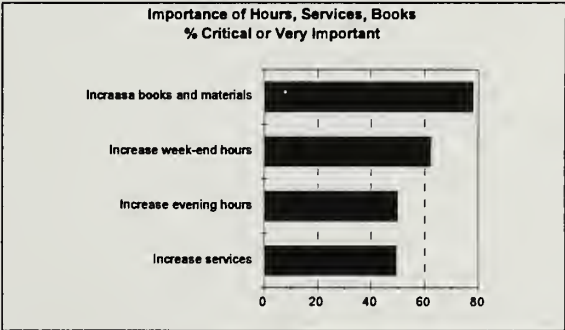
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday afternoon	83.2
Saturday morning	73.4
Evenings	72.6
Sunday afternoon	65.9
Wednesday afternoon	64.8
Friday afternoon	60.2
Tuesday afternoon	59.4
Thursday afternoon	58.4
Monday afternoon	57.6
Sunday morning	56.0
Weekday mornings	42.0



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	62.6
Access to computer databases	57.7
Programs for teenagers	52.4
Videotapes/recordings for loan	51.0
Non-English language collections	45.2
Services for adults	42.6



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	78.0
Increase week-end hours	62.4
Increase evening hours	50.0
Increase services	49.5



Notes: West Portal branch respondents would most often use this branch Saturdays and evenings.

They feel increasing books and materials is more important than increasing hours and services.

Also, West Portal respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

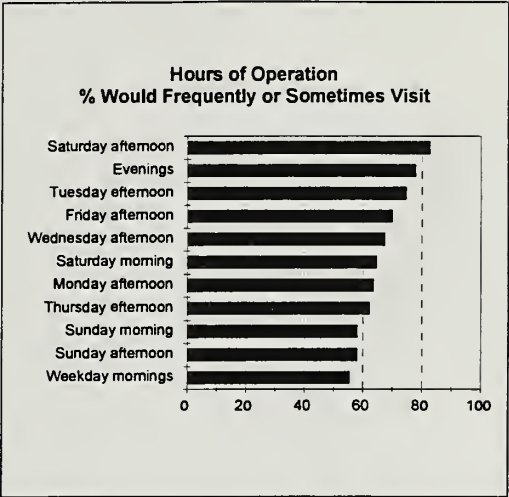




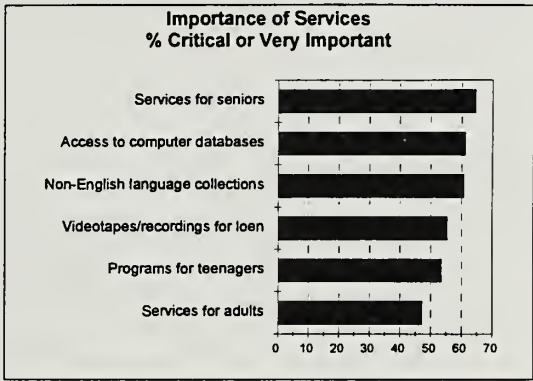
# RESULTS OF WESTERN ADDITION BRANCH LIBRARY SURVEY

(101 respondents surveyed on July 26, 27, 28, and 30)

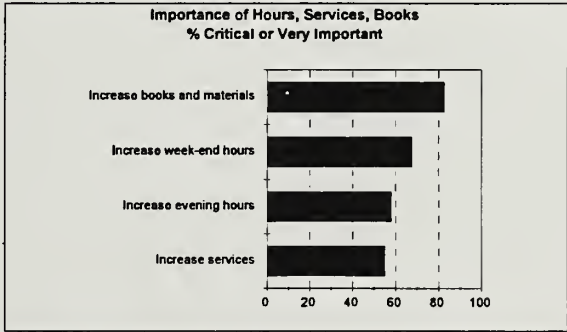
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday afternoon	82.7
Evenings	77.9
Tuesday afternoon	74.7
Friday afternoon	70.0
Wednesday afternoon	67.5
Saturday morning	64.6
Monday afternoon	63.6
Thursday afternoon	62.2
Sunday morning	58.1
Sunday afternoon	58.1
Weekday mornings	55.4



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	64.4
Access to computer databases	61.2
Non-English language collections	60.7
Videotapes/recordings for loan	55.4
Programs for teenagers	53.5
Services for adults	47.3



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	82.8
Increase week-end hours	67.7
Increase evening hours	58.1
Increase services	55.1



Notes: Western Addition branch respondents would most often use this branch Saturday afternoon and weekends.

They feel increasing books and materials is more important than increasing hours and services.

Also, Western Addition respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

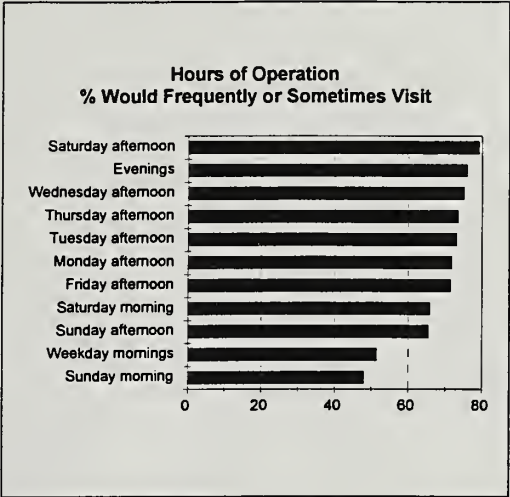




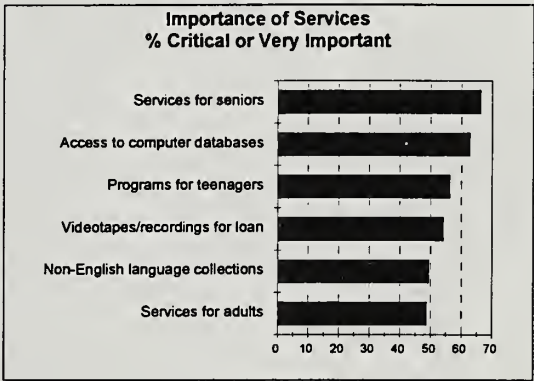
# RESULTS OF LIBRARY SYSTEM SURVEY-All branches and Main

(2,546 respondents surveyed between July 26 and August 24)

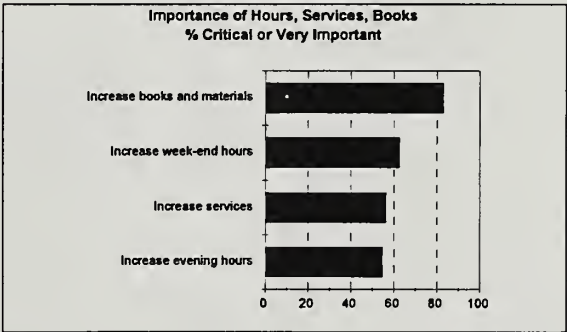
<u>Preferences for Hours</u>	<u>% Would Frequently or Sometimes Use</u>
Saturday afternoon	79.2
Evenings	75.9
Wednesday afternoon	75.1
Thursday afternoon	73.5
Tuesday afternoon	73.1
Monday afternoon	71.8
Friday afternoon	71.5
Saturday morning	65.9
Sunday afternoon	65.6
Weekday mornings	51.5
Sunday morning	48.0



<u>Preferences for Services</u>	<u>% Critical or Very Important</u>
Services for seniors	66.2
Access to computer databases	62.8
Programs for teenagers	56.3
Videotapes/recordings for loan	54.3
Non-English language collections	49.5
Services for adults	48.8



<u>Hours, Services and Books</u>	<u>% Critical or Very Important</u>
Increase books and materials	83.1
Increase week-end hours	62.8
Increase services	56.4
Increase evening hours	54.7



Notes: Branch respondents would most often use the branches Saturday afternoons, evenings, and weekday afternoons.

They feel increasing books and materials is more important than increasing hours and services.

Also, respondents would most often use the branch on Wednesday evening over any other evening, and feel the branch should close at 9pm.

















